Aastra Model 6867i SIP IP Phone

AASTRA
A Mitel Company

User Guide for Clearspan

Release 3.3.1 SP3

Software License Agreement

Aastra, hereinafter known as "Seller", grants to Customer a personal, worldwide, non-transferable, non-sublicenseable and non-exclusive, restricted use license to use Software in object form solely with the Equipment for which the Software was intended. This Product may integrate programs, licensed to Aastra by third party Suppliers, for distribution under the terms of this agreement. These programs are confidential and proprietary, and are protected as such by copyright law as unpublished works and by international treaties to the fullest extent under the applicable law of the jurisdiction of the Customer. In addition, these confidential and proprietary programs are works conforming to the requirements of Section 401 of title 17 of the United States Code. Customer shall not disclose to any third party such confidential and proprietary programs and information and shall not export licensed Software to any country except in accordance with United States Export laws and restrictions.

Customer agrees to not reverse engineer, decompile, disassemble or display Software furnished in object code form. Customer shall not modify, copy, reproduce, distribute, transcribe, translate or reduce to electronic medium or machine readable form or language, derive source code without the express written consent of the Seller and its Suppliers, or disseminate or otherwise disclose the Software to third parties. All Software furnished hereunder (whether or not part of firmware), including all copies thereof, are and shall remain the property of Seller and its Suppliers and are subject to the terms and conditions of this agreement. All rights reserved.

Customer's use of this software shall be deemed to reflect Customer's agreement to abide by the terms and conditions contained herein. Removal or modification of trademarks, copyright notices, logos, etc., or the use of Software on any Equipment other than that for which it is intended, or any other material breach of this Agreement, shall automatically terminate this license. If this Agreement is terminated for breach, Customer shall immediately discontinue use and destroy or return to Seller all licensed software and other confidential or proprietary information of Seller. In no event shall Seller or its suppliers or licensors be liable for any damages whatsoever (including without limitation, damages for loss of business profits, business interruption, loss of business information, other pecuniary loss, or consequential damages) arising out of the use of or inability to use the software, even if Seller has been advised of the possibility of such damages.

Content

Content

Welcome

The Aastra 6867i is a 9-line SIP phone designed for power users who demand a lot from both their phones and their networks. The Aastra 6867i provides remarkable HD wideband audio and an enhanced speakerphone that utilizes dual microphones and advanced audio processing to achieve richer and clearer handsfree conversations. Supporting today's high speed networks through dual Gigabit Ethernet ports, the 6867i offers a large color LCD display, six programmable soft keys, four programmable context sensitive system keys and native DHSG/EHS headset support. With its fully customizable hard key layout, XML capabilities, and an environmentally efficient PoE class 2 rating, the 6867i is one of the most advanced SIP desktop phones available on the market today.

About this Guide

This guide explains how to use the basic features of your new 6867i phone. Not all features listed are available by default. Contact your System or Network Administrator to find out which features and services are available to you on your system. Your System Administrator has the ability to customize some features on this phone. For information on more advanced settings and configurations, Administrators should refer to the *Aastra SIP IP Phones Administrator Guide*.

Documentation

- *Aastra 6867i SIP IP Phone Quick Reference Guide for Clearspan*– Contains call handling instructions, an overview of the User Interface (UI) and details on UI navigation, as well as information on other important features. The Quick Reference Guide can be downloaded from http://www.aastra.com.
- *Aastra 6867i SIP IP Phone Installation Guide* – Contains installation and set-up instructions, general features and functions, and basic options list customization. The Installation Guide can be downloaded from http://www.aastra.com.

Phone Features

- 3.5" QVGA color TFT LCD with backlight
- Built-in, two-port 10/100/1000 Gigabit Ethernet switch – lets you share a connection with your computer
- USB 2.0 port (100mA maximum)
- Six programmable and four context-sensitive softkeys
- Press-and-hold speed dial key configuration feature
- Supports up to nine call lines with LEDs
- Wideband handset
- Wideband, full-duplex speakerphone for handsfree calls
- Headset mode support
- AC power adapter (sold separately)
- Enhanced busy lamp fields*
- Set paging*

*Availability of feature dependent on your phone system or service provider.

Requirements

The 6867i requires the following environment:

- SIP-based IP PBX system or network installed and running with a SIP account created for the 6867i phone
- Access to a Trivial File Transfer Protocol (TFTP), File Transfer Protocol (FTP), Hypertext Transfer Protocol (HTTP) server, or Hyper Text Transfer Protocol over Secure Sockets Layer (SSL) (HTTPS)
- Ethernet/Fast Ethernet LAN (10/100 Mbps) (Gigabit Ethernet LAN [1000 Mbps] recommended)
- Category 5/5e straight-through cabling (Category 6 straight-through cabling required for optimum Gigabit Ethernet performance)
- Power source:
  - For Ethernet networks that supply inline power to the phone (IEEE 802.3af) use an Ethernet cable to connect from the phone directly to the network for power (no 48V AC power adapter required if using Power-over-Ethernet [PoE])
  - For Ethernet networks that DO NOT supply power to the phone:

    Use only the GlobTek Inc. Limited Power Source [LPS] adapter model no. GT-41080-1848 (sold separately) to connect from the DC power port on the phone to a power source

    or
  - Use a PoE power injector or a PoE switch

Installation and Setup

If your System Administrator has not already setup your 6867i phone, please refer to the *Aastra 6867i Installation Guide* for basic installation and physical setup information.

Getting Started

The 6867i must be set up and be configured prior to its first use. This section describes phone behavior and start up screens you may see when the phone is first plugged in, or when it is restarted.

Plugging in and Starting the Phone

The 6867i automatically begins the start up sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone.

The phone displays the following startup screens.
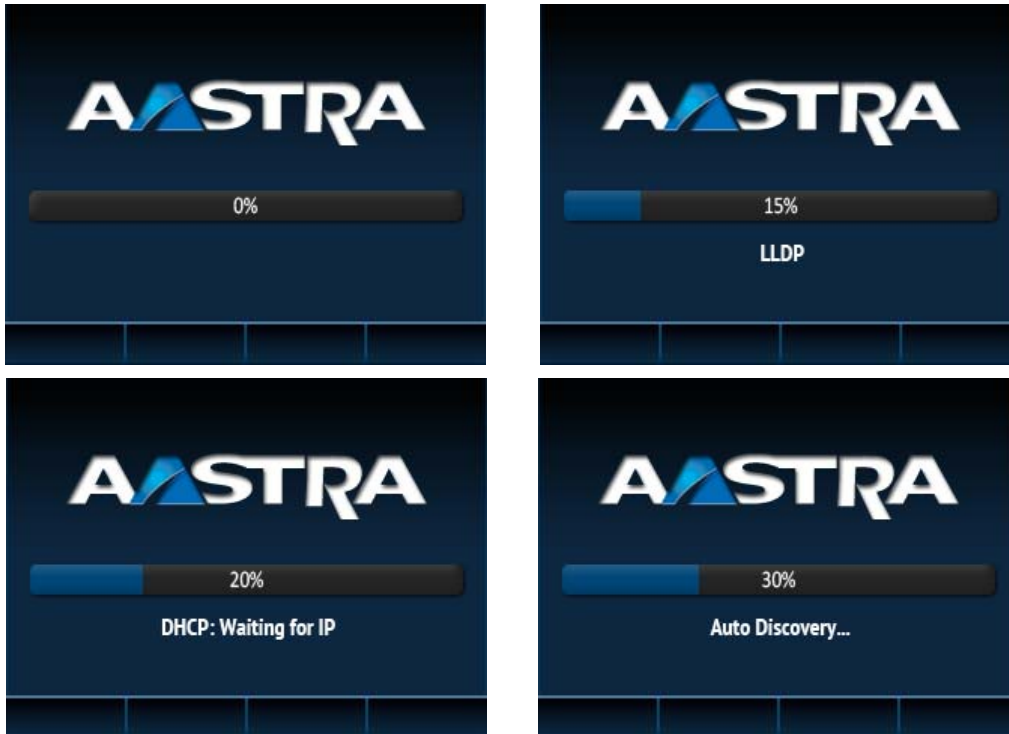
The 6867i phone then checks settings and looks for new configuration and firmware updates from a configuration server. This may take a few moments while the phone downloads the latest updates.

> **Note:**
> New updates to your phone can be automatically scheduled from the server. This is set up on the phone system by your System Administrator and should be scheduled during non-business hours or slow call periods.
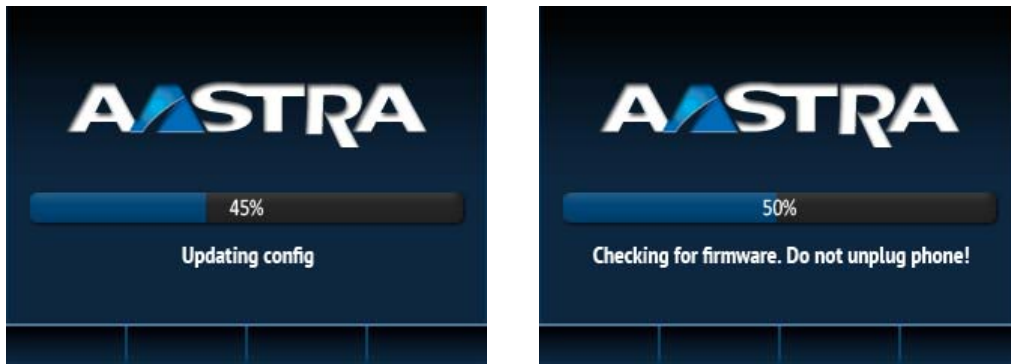
> **Important!**
> Do not unplug or remove power to the phone while it is checking or installing firmware and configuration information.

If language packs were loaded to your phone by your System Administrator, the following screen displays during startup.

When the configuration update is complete, the phone displays the following screens and then displays the **Home** screen.

Auto Install Process

If your System Administrator uses the Auto Install application, you will be prompted to enter and confirm the Device ID after the initial startup screens display. A configuration file is then created, and the phone restarts.

Network Connected/Network Disconnected

If your phone successfully connects to the network, the phone will go directly to the **Home** screen.

If your phone did not successfully connect to the network, the **Network Disconnected** prompt appears on the display, and the telephone status light turns on.

Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when it is reconnected and remove the **Network Disconnected** prompt from the screen. However, if changes have been made to your phone's network settings, you may need to restart your phone. Check with your System or Network Administrator for assistance.

For more information about connecting your phone, see the *Aastra 6867i IP Phone Installation Guide.*

> **Note:**
>
> If the phone displays a **No Service** status message, you can still use the phone, but note that it is not registered with the Registrar. For more information about registering your phone, contact your System Administrator.

UI Overview

Home Screen

When the phone has successfully updated the configuration and connected to the network, the phone displays the Home screen. The Home screen displays the current line, your name (SIP screen name), the date and time, and various important status messages. It is the default screen displayed when the phone is in an idle state.
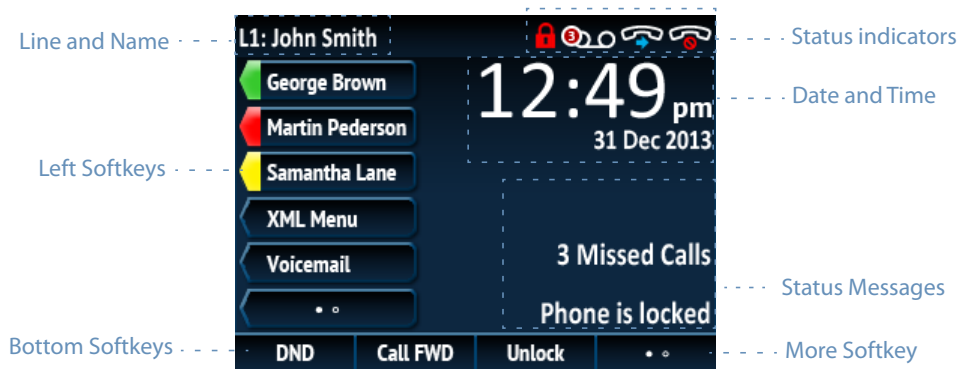
> **Note:**
>
> Your System Administrator should have configured your SIP screen name, line number, and any other administrative features required. If your name does not display on the screen, contact your System Administrator.

Phone/Line Status Indicators and Messages

Icons display on the phone to indicate the status of the phone and/or the status of the line. These icons display on the upper right corner of the Home screen.

The following table identifies and describes the phone/line status indicators on the **Home** screen.

Icon	Description
🔒	**Phone Locked** - The lock icon displays on the **Home** screen indicating that the phone is in a locked state preventing the phone from being used and preventing any changes from being made to the phone.
📧	**Voicemail -** The voicemail icon displays on the **Home** screen only if you have new messages waiting. The number in the red circle indicates how many new messages you have. To access your voicemail messages, use the star codes for your system if a voicemail softkey has not been configured on your phone. For more information on your system's star codes, please refer to the documentation for the voicemail system you are using.
☎	**Do Not Disturb** - The Do Not Disturb (DND) icon displays on the **Home** screen when the DND feature is enabled. When DND is enabled, callers calling into the phone hear a busy signal or a message, depending on the configuration.
☎	**Call Forward** - The Call Forward icon displays on the **Home** screen when the Call Forward feature is enabled. When Call Forward is enabled, incoming phone calls are automatically forwarded to a defined number when your phone is in a busy state and/or when the call is not answered after a specified number of rings.

In addition to the phone/line status indicators, the following status messages might appear on the **Home** screen:

• Number of missed calls

• Phone lock status

• SCA Caller IDs

• XML-related text

• Network status

Softkeys

Six left softkeys and four bottom softkeys are always displayed on the **Home** screen. You can configure the left softkeys with up to 20 functions and configure the bottom softkeys with up to 18 functions as required.

> **Note:**
> For more information about configuring the left and bottom softkeys, see "Programmable Softkeys" on page 45.

If your Administrator has configured softkey functions on your phone, the labels for those functions display on the screen. For example, in the preceding illustration, **XML Menu** and **Voicemail** were configured as XML and speed dial keys respectively and the remaining three left softkeys were configured as **Busy Lamp Field** (BLF) keys. The bottom set of softkeys were configured as **DND** (Do Not Disturb), **Call FWD** (Call Forward), and **Lock/Unlock** respectively.

A **More** softkey as indicated by dots is also displayed at the bottom right of the screen if you have configured more softkeys than can be displayed at one time. These dots indicate the number of softkey pages and their relative position.

Off-Hook and Dialing Screen

When you pickup the handset on the **Home** screen, the screen displays as follows:

This screen displays the following bottom keys:

* Dial

* Conf (Conference)

* Xfer (Transfer)

These keys are context-sensitive and cannot be changed.

The **More** softkey is also displayed if you have any configured bottom softkeys. For example, in the previous figure, the 6867i has three softkeys configured that are viewable on the next softkey "page". Pressing the **More** softkey toggles between the first and second "pages" to display all the rest of the configured softkeys (as per the figure below).

Line Selection Screen

The **Line Selection** screen displays a list of the lines that are available on the phone as well as line usage indicators that tell you whether or not a line is in use.

It also allows you to easily select a line to act upon. When a line is not in use, a **New Call** key is available allowing you to dial out using the selected line. If the line is in use with a call on hold, a **Pickup** key is available allowing you to pick up the call on hold on the respective line.
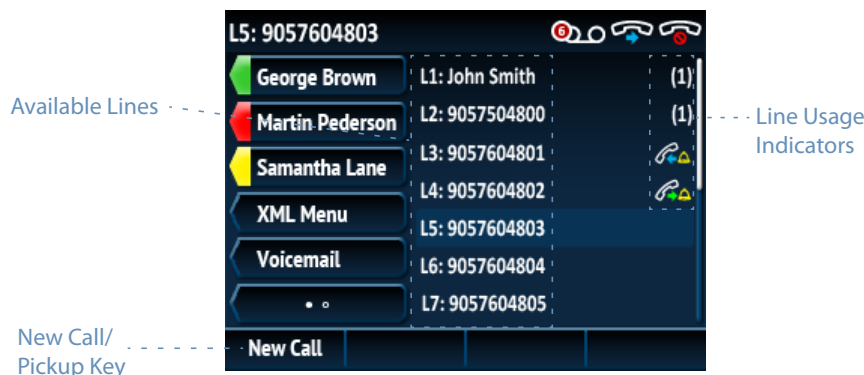
The following table identifies and describes the line usage indicators on the **Line Selection** screen.

Indicator/Icon	Description
N/A	No icon denotes that no calls are associated with the line and the line is available to be used.
#	A number denotes how many call appearances are being utilized on the respective line.
	Indicates a call is incoming on the respective line.
	Indicates a call is outgoing on the respective line.

Detailed-View Call Screen

The **Detailed-View Call** screen brings into focus all the information available for a specific call. It is the default screen displayed for all active point-to-point calls.

Picture ID · · · · ·   Call Timer

Call Status Indicators · · · ·   Call Feature Indicators

Caller ID

The **Detailed-View Call** screen encompasses the picture ID of the remote party (if available), a call timer indicating the duration of the call in focus (in minutes and seconds), the caller ID (name and number), and call status and feature indicators.

The following table identifies and describes the call status and call feature indicators on the **Detailed-View Call** screen.

Indicator/Icon	Description
Call Status Indicators	
N/A	No icon denotes that the call is connected and in progress.
	Indicates the call is on hold.
	Indicates the call is an incoming call.
	Indicates the call is an outgoing call.
	Indicates the party is a conference call participant. The direction of the arrow denotes where the other conference call participant is in the list of calls.
Call Feature Indicators	
	Indicates the call is secured using TLS/SRTP encryption.
	Indicates the call is using Aastra Hi-Q™ audio.
	Indicates active VoIP recording is enabled and the call is being recorded.

Multi-View Call Screen

The **Multi-View Call** screen allows you to manage your calls more efficiently when you have more than one call in progress. It is particularly useful in transfer and conference scenarios. All pertinent information from the **Detailed-View Call** screen is also available on the **Multi-View Call** screen but information for two remote parties can be seen simultaneously.

The following table identifies and describes the call status and call feature indicators on the **Multi-View Call** screen.

Indicator/Icon	Description
Call Status Indicators	
N/A	No icon denotes that the call is connected and in progress.
	Indicates the call is on hold.
	Indicates the call is an incoming call.
	Indicates the call is an outgoing call.
	Indicates the party is a conference call participant. The direction of the arrow (if applicable) denotes where the other conference call participant is in the list of calls.
Call Feature Indicators	
	Indicates the call is secured using TLS/SRTP encryption.
	Indicates the call is using Aastra Hi-Q™ audio.
	Indicates active VoIP recording is enabled and the call is being recorded.

UI Navigation

UI navigation is easily performed using the navigation keys located to the right of the LCD screen.

Navigation Keys/
Select Button
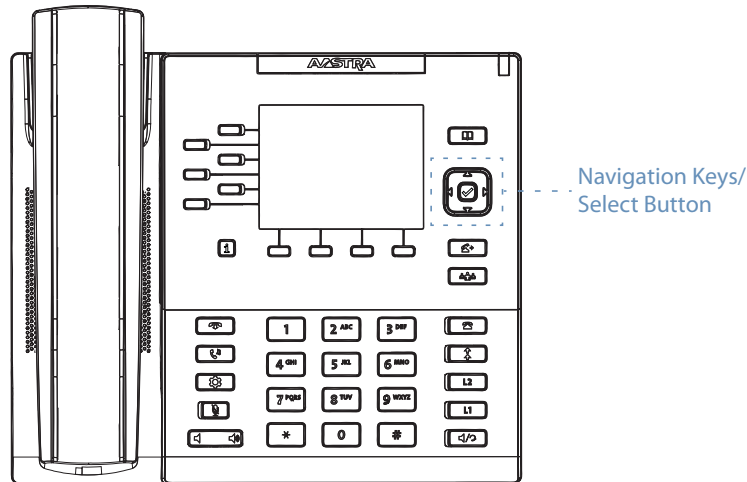
The ◀ and ▶ navigation keys are used to switch to the different screens and the ▲ and ▼ keys are used to highlight and scroll through the different lines/calls on the respective screen. Pressing the center ☑ button selects/sets options and performs various actions (such as dialing out when in the Directory, Callers, and Redial Lists).

The following figure provides a visual representation of the different screens and the UI behavior when a navigation key is pressed.

Home Screen   **Line Selection Screen**   **Multi-View Call Screen**   **Detailed-View Call Screen**
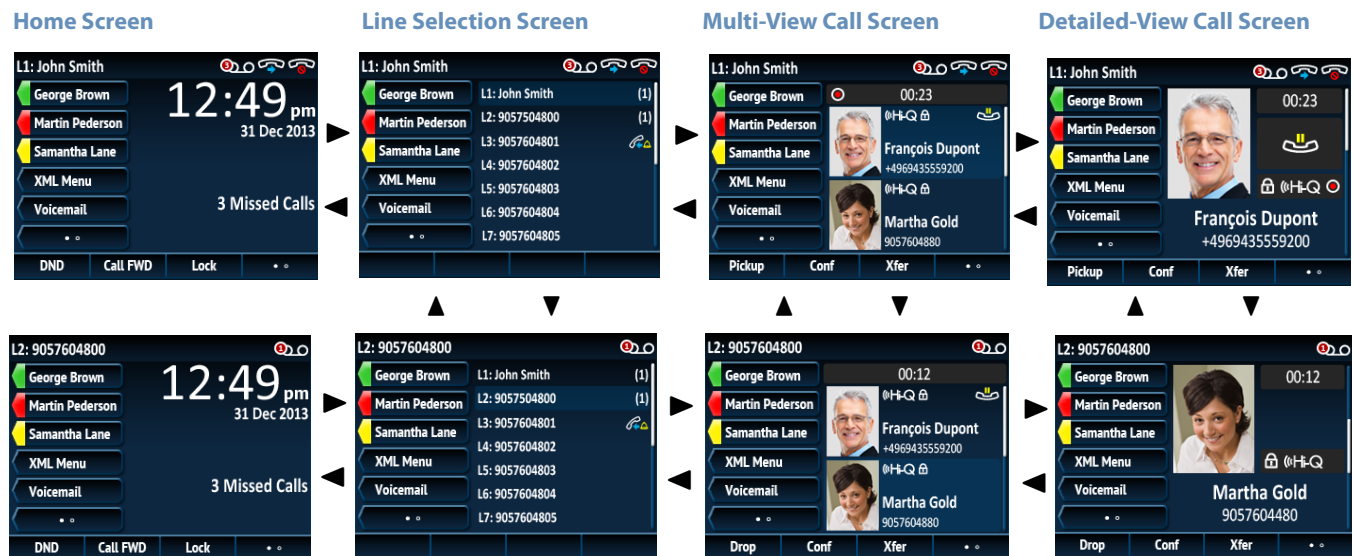
> **Note:**
>
> The **Detailed-View Call** screen is only accessible when at least one call is in a ringing or connected state. Moreover, the **Multi-View Call** screen is only accessible when more than one call is a ringing or connected state.

IP Phone Keys

Key Panel

The following sections describe the various 6867i phone key functions and how they can help you make and manage your calls and caller information.
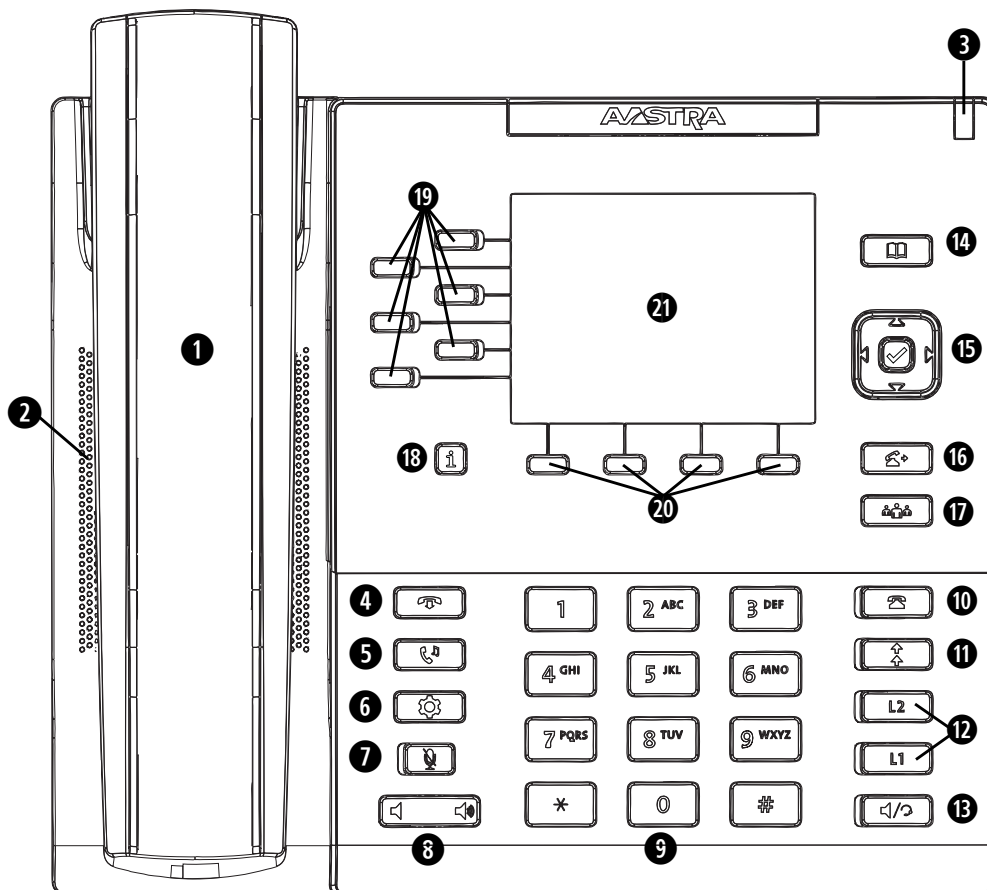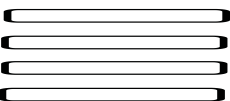
❶	6867i Handset	⑫	Line/Call Appearance Keys
❷	High Quality Speakerphone	⑬	Speaker/Headset Key
❸	Message Waiting Indicator	⑭	Directory Key
❹	Goodbye Key	⑮	Navigation Keys/Select Button
❺	Hold Key	⑯	Transfer Key
❻	Options Key	⑰	Conference Key
❼	Mute Key	⑱	Presence Key
❽	Volume Control	⑲	Programmable Softkeys
❾	Dialpad	⑳	Context-Sensitive Softkeys
❿	Callers List Key	㉑	TFT LCD Screen
⓫	Redial Key		

Key Descriptions

The following table describes the keys on the 6867i:

Key	Description
	Goodbye Key - Ends an active call. The **Goodbye** key also exits an open list, such as the Options List, without saving changes.
	Hold Key - Places an active call on hold. To retrieve a held call, press the **Hold** key again or press the **Pickup** softkey offered on the display.
	Options Key - Accesses services and options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing any Administrator-only options.
	Mute Key - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).
	Volume Controls - Adjusts the volume for the handset, ringer, and handsfree speakerphone.
	Callers List Key - Accesses a list of the last 200 calls received.
	Redial Key - Accesses a list of the last 100 previously dialed numbers. Pressing the **Redial** key twice redials the last dialed number.
L2 / L1	**Line/Call Appearance Keys** - Connects you to a line or call. The Aastra 6867i IP phone has two default **Line** keys, each with LED indicator lights.
	Speaker/Headset Key - Transfers the active call to the speaker or headset, allowing handsfree use of the phone.
	Directory Key - Accesses a directory of names and phone numbers (stored in alphabetical order).
	Navigation Keys/Select Button - Multi-directional navigation keys allow you to navigate through the phone's user interface. Pressing the center Select button selects/sets options and performs various actions (such as dialing out when in the Directory, Callers, and Redial Lists).
	Transfer Key - Transfers the active call to another number.
	Conference Key - Begins a conference call with the active call.

Key	Description
i	**Presence Key** - Accesses the partial and full contact presence information screens, which provide more detailed information about the selected contact.
	Left Softkeys - Six programmable keys that allow you to easily perform up to 20 specific functions and access enhanced services provided by third parties (e.g. XML applications).
	Bottom Softkeys - Four programmable keys that support up to 18 functions. These keys also act as state-based keys allowing you to easily perform context-sensitive functions during specific states (i.e. when the phone is an idle, connected, incoming, outgoing, or busy state).

Dialpad Keys

The 6867i has a dialpad with digits 0 through 9, a * key, and a # key. Keys 2 through 9 contain the letters of the alphabet. The 6867i phone dialpad includes the following:

Dialpad Key	Description
0	Dials 0 Dials the Operator on a registered phone
1	Dials 1
2 ABC	Dials 2 When entering text, this key enters **A** with one press, **B** with two presses, and **C** with three presses
3 DEF	Dials 3 When entering text, this key enters **D** with one press, **E** with two presses, and **F** with three presses
4 GHI	Dials 4 When entering text, this key enters **G** with one press, **H** with two presses, and **I** with three presses
5 JKL	Dials 5 When entering text, this key enters **J** with one press, **K** with two presses, and **L** with three presses
6 MNO	Dials 6 When entering text, this key enters **M** with one press, **N** with two presses, and **O** with three presses
7 P QRS	Dials 7 When entering text, this key enters **P** with one press, **Q** with two presses, **R** with three presses, and **S** with four presses.
8 TUV	Dials 8 When entering text, this key enters **T** with one press, **U** with two presses, and **V** with three presses
9 WXYZ	Dials 9 When entering text, this key enters **W** with one press, **X** with two presses, **Y** with three presses, and **Z** with four presses.

The * is called the star key. The # is called the number sign, pound key, or hash key. These can be used for special functions such as accessing voicemail. The star key and pound key functions are dependent on your country's feature availability. Contact your System Administrator for more information about available functions using these keys.

Making Calls

This section describes ways to make calls on your 6867i phone, using your handset, speakerphone or headset.

Dialing a Number

First, take the phone off-hook by:

- Lifting the handset
- Pressing ⏹/○ or
- Pressing a line/call appearance button

At the dial tone, enter the number you wish to call.

> **Note:**
>
> After dialing the number, the phone has a short delay before sending the call. To send the call immediately, you can press the **Dial** softkey (if the handset is offhook) or the # key immediately after dialing the number. The phone sends the call without delay.

If you are unable to make calls within certain area codes, check with your System Administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

When your party picks up, a timer appears on your display that records the length of your call.

If the **Live Dialpad** option is on, as soon as you press the first digit on the dialpad the phone automatically selects the next available line, goes off-hook, and dials as digits are pressed.

Calling a Directory Entry

The 6867i phone has a dedicated 📖 **Directory Lookup** key, but your System Administrator can assign corporate directory access to any softkey.

1. Press the 📖 key. If prompted, enter your Outlook credentials.

2. Search for any name by entering letters using the phone's keypad.

3. Press **Lookup** to retrieve a list of possible names. You can scroll up and down in the list that is returned.

4. Press **Dial** to call the selected entry in the list.

5. To exit the Directory, press **Back** and **Cancel**.

Calling a Speeddial Entry

Depending on the keys configured for speed dial, you can call speed dial entries in one of the following ways:

- Press the programmed **Speed Dial** softkey, and then press the one- or two-digit code assigned to the speed dial number you want to call.
- Press a softkey that has been assigned to call a speed dial entry.
- Press and hold a keypad key that has been assigned to call a speed dial entry.

Pre-Dialing a Number

You can also make a call by pre-dialing a number. Pre-dialing lets you view a number before you dial.

With the phone in an idle state and on-hook, simply use the dialpad to enter the number you wish to call.

Redialing a Number

By default, the 6867i has a dedicated [⬍] **Redial** key. Pressing the **Redial** key displays the Redial List.

The redial list is available during active calls. It stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

1. Press [⬍] once to access the **Redial List**.

> **Note:**
> Press [⬍] twice to dial the most recent number you dialed from the phone.

2. Press ▶ to see more detailed information about they redial entry.

Note:
The detailed view screen contains the picture ID of the called party (if available), the date and time of the outgoing call, whether or not the call was answered, the line on which the call was placed, call duration (if the call was answered), any applicable call feature indicators, and the caller ID details.

3. To dial the displayed number while in the Redial List, press the ☑ button, press ⏺ , press the **Dial** softkey, lift the handset, or press any of the line keys.

4. To exit the Redial List, press ☎ or the **Quit** softkey.

Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the **Speaker** or **Speaker/Headset** audio mode. For more information about setting the audio mode on your phone, see "Audio Mode" on page 37**.**

- To dial using handsfree, first press ⏺ and enter a number at the dial tone.
- To answer a call on your phone using handsfree, press ⏺ or the line/call appearance button.
- If you are in **Speaker** audio mode, lift the handset and press ⏺ to switch between handsfree and handset.
- If you are in **Speaker/Headset** audio mode, press ⏺ to switch between handsfree and headset.
- When the handset is on hook, press ☎ to disconnect the call.

Note:
When handsfree is on, the speaker light turns on.

Using a Headset

The 6867i accepts headsets through the modular RJ22 jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset.

Important!
- The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone andwill void your warranty.
- Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

On the 6867i, there are three options for the headset microphone volume: **Low**, **Medium**, and **High**. For information about configuring the headset microphone volume, see "Headset" on page 38.

Follow these steps to make and receive calls using a headset.

1. Ensure that you have selected a headset audio mode.

2. Turn the phone over and locate the headset jack marked ⌒.
If you have a headset with an RJ9/RJ22 4-pin connector, insert the headset cord into the jack until it clicks into place.
If you have a DHSG/EHS headset with an RJ45 6-pin or 8-pin connector, remove the plastic headset jack adapter and then insert the cord into the jack until it clicks into place.

> **Note:**
> See the *Aastra 6867i SIP IP Phone Installation Guide* for more information.

3. Press the ⎡◁/⌒⎤ key to obtain a dial tone or to answer an incoming call. Depending on the audio mode selected from the Options List, a dial tone or an incoming call is received on either the headset or the handsfree speakerphone.

4. Press the ⎡☎⎤ key to end the call.

Receiving Calls

When a call is ringing at your extension, the inbound callers name, extension, picture ID (if applicable), and incoming call icon display on the screen. Additionally, the line/call appearance LED flashes quickly for the incoming call.
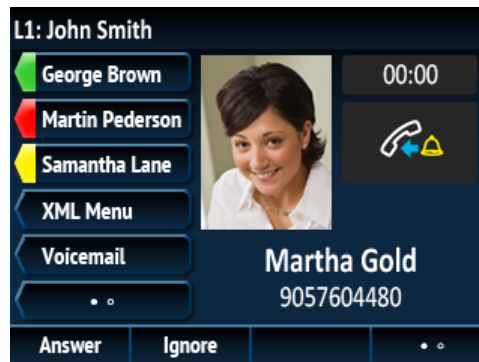
For information about automatically rejecting or redirecting incoming calls, refer to "Call Forward Key" on page 49 and "Do Not Disturb (DND) Key" on page 55.

Answering an Incoming Call

- For handsfree operation, press [◁/◌], the **Answer** softkey, or the line/call appearance button for the incoming call.
- Press [◁/◌] for headset operation.
- Lift the handset for handset operation.

> **Note:**
> The audio mode setting you have selected in **Options List > Headset Settings** on the IP phone UI determines if the call goes to handsfree or headset operation. For more information, see the section "Audio Mode" on page 37.

If the phone is already connected to a call, pressing the line/call appearance button or **Answer** softkey for the new incoming call automatically places the connected call on hold and answers the new call. To reconnect to a party, press the line/call appearance button for that call or navigate to the call on hold and press the **Pickup** softkey.

If you cannot answer the call, the caller goes to voicemail (if voicemail has been configured for your extension).

> **Note:**
> The [☎] key can be used to cancel the call pickup procedure.

Sending an Incoming Call to Voicemail

You can send an incoming call directly to voicemail without answering the call. To do this, press [☎] without picking up the handset. If you are already on the phone your incoming call should go directly to voicemail. Your phone screen displays a voicemail icon [icon] displaying the number of pending messages.

Handling Calls

When you are connected to a call, you can use the softkeys or hard keys on the phone to place a call on hold, transfer a call, or create a conference call.

Placing a Call on Hold

You can place an active call on hold by pressing the ⟨ 📞 ⟩ key. When you place a call on hold, only your phone can retrieve the call.

1. Connect to the call (if not already connected).

2. Press the ⟨ 📞 ⟩ key.

The screen displays the ⟨ 📞 ⟩ icon indicating the call is on hold. Additionally, the line/call appearance light begins to flash slowly and after a short time the phone beeps softly to remind you that you still have a call on hold.

Note:
If you are connected to another call, the phone does not beep to remind you that you still have a call on hold.

When on Hold

To let your caller know that they are still on hold, music plays softly (if this has been set up for your system). If you are on hold, the call/line appearance light for the line you are on remains solid to indicate that you are still connected.

Automatic Hold

When juggling between calls, you do not have to press the ⟨ 📞 ⟩ button to go from one call to the next. The phone automatically puts your current call on hold as soon as you press a new line/call appearance button.

Retrieving a Held Call

If you have more than one call on hold, you can reconnect to a held call by pressing the line/call appearance button where that call is being held or by navigating to the call on the **Line Selection** or any **Call** screen and pressing ⟨ 📞 ⟩ or **Pickup** softkey. Press ⟨ 📞 ⟩ to disconnect the call.

Transferring Calls

The 6867i IP phone has a dedicated ⟨ ↙ ⟩ **Transfer** key. You can use this hard key to transfer calls or use the **Xfer** soft-key offered on screen when in a connected call.

Blind Transfer

A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to. If the party you are transferring the call to does not answer, the transferred call rings back to your extension.

Consultative Transfer

You also have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, simply remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

Direct Transfer

The 6867i IP phone provides a convenient direct method of transferring an existing call to another existing call. If you have the transfer recipient on hold on another line, you can simply navigate to the recipient and press the [⬱] key or **Xfer** softkey and the direct transfer will be performed.

Transferring Calls

Use the following procedure to transfer a call to another extension.

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.

2. Press the [⬱] key or **Xfer** softkey.
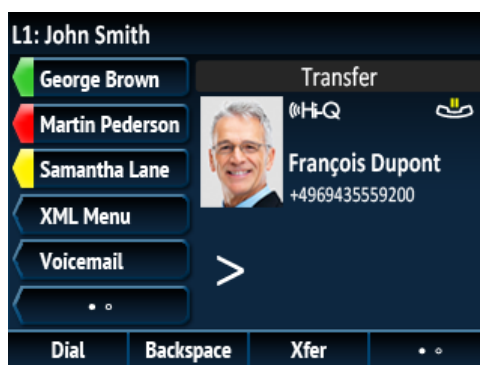
3. Enter the extension number (or the outside number) to Party 2.

To cancel the transfer you can either press the **Cancel** softkey on the display screen, press [☎] , or hang up the handset.

4. Complete either a blind or consultative transfer:

   a) To complete a blind transfer, press the [⬱] key or **Xfer** softkey key again before the receiving end answers.

   b) To complete a consultative transfer, press **Dial** and remain on the line to speak with Party 2, before either pressing the [⬱] key, **Xfer** softkey, [☎] key, or hanging up the handset to transfer Party 1 to Party 2.

Transferring an Existing Call to Another Existing Call

1. Ensure you are on an active call with the party you wish to transfer (the transfer recipient should be placed on hold).

L1: John Smith

George Brown		00:23
Martin Pederson		((Hi-Q
Samantha Lane	François Dupont	
XML Menu	+4969435559200	
Voicemail	((Hi-Q	
• ○	Martha Gold	
	9057604880	

| Drop | Conf | Xfer | • ○ |

> **Note:**
> Direct transferring can be performed in either the **Mult-View Call** screen or **Detailed View Call** screen.

2. Press the ▲ or ▼ navigation keys to highlight the party to whom you wish to transfer the active call.

L2: 9057604800

George Brown		00:11
Martin Pederson		((Hi-Q
Samantha Lane	François Dupont	
XML Menu	+4969435559200	
Voicemail	((Hi-Q	
• ○	Martha Gold	
	9057604880	

| Pickup | Conf | Xfer | • ○ |
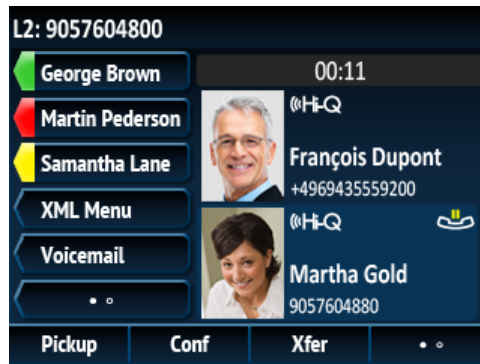
3. Press the ☎ key or **Xfer** softkey. The active call will be transferred.

Transferring to a Contact in the Directory

You can complete a transfer to a contact in the directory. If you are in a call and initiate a transfer, you can navigate to the Directory screen and use the ☎ key to complete a blind or consultative transfer.

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.

2. Press the [⟲] key or **Xfer** softkey.

3. Press the **Directory Lookup** key and select a contact.

4. To complete a blind transfer, press the **Transfer** key again before the receiving end answers.
To complete a consultative transfer, press **Dial** to call the contact. Remain on the line to speak with Party 2 before pressing the **Transfer** key again to transfer Party 1 to Party 2.
To cancel the transfer, select **Cancel** on the display screen or press [☎] .

Indication of Transferred Calls

When you transfer an active call, the near-end phone displays a **Call Transferred** screen when a call is transferred and the far-end call is dropped. The figure below illustrates the **Call Transferred** screen on the 6867i phone.

Creating Conferencing Calls

The 6867i IP phone has a dedicated 🔲 **Conference** key. You can use this hard key to create conference calls or use the **Conf** softkey offered on screen when in a connected call.

Setting Up a Conference Call

Use the following procedure to create a conference call.

1. When you begin a conference, you are the first party in the conference (Party 1). Pickup the handset or press the 🔲 key. A line opens up.

2. Call Party 2 by dialing their number (or answer an incoming call of a party).

3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.

4. Press the 🔲 key or **Conf** softkey.

5. Enter the phone number of Party 3.
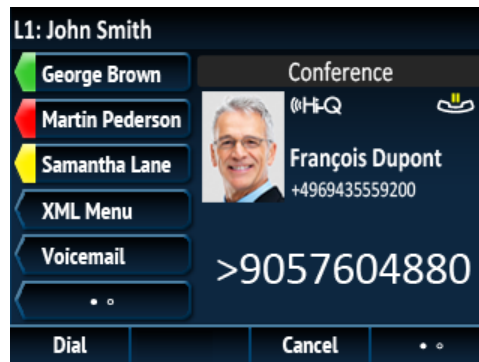
6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.
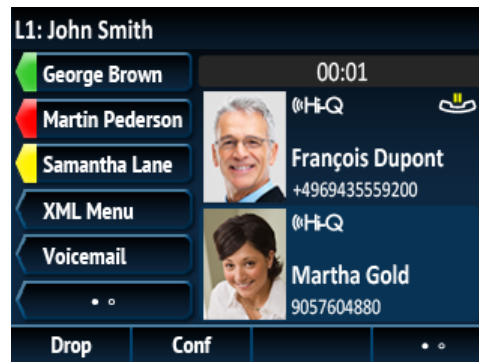
7. Press the ⬚ key or **Conf** softkey again to add Party 3 to the conference. Party 2 and Party 3 will connect with you to form a conference call.
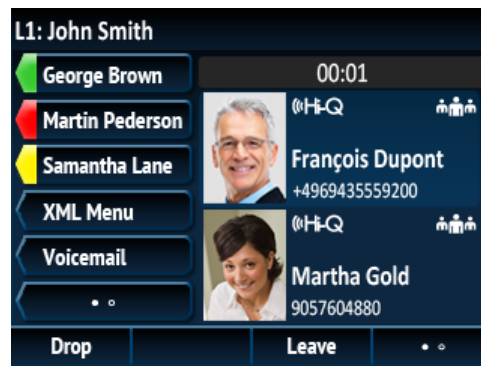
8. To drop a party from the conference, use the ▲ or ▼ navigation keys to highlight the desired party and press the **Drop** key.

Creating a Conference Call By Joining Two Existing Calls

1. Ensure you are on an active call with one of the parties with whom you wish to create a conference (the other party should be placed on hold).

Note:
Direct conferencing can be performed in either the **Mult-View Call** screen or **Detailed View Call** screen.

2. Press the ▲ or ▼ navigation keys to highlight the party you wish to conference in.
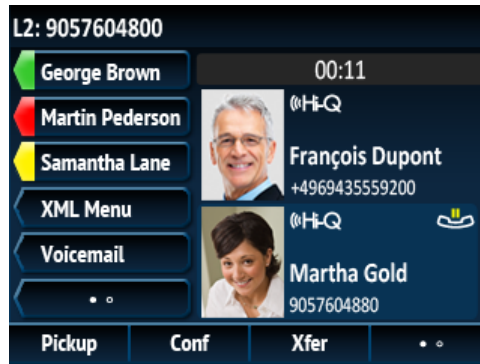
3. Press the [⚇] key or **Conf** softkey. The two parties will connect with you to form a conference call.
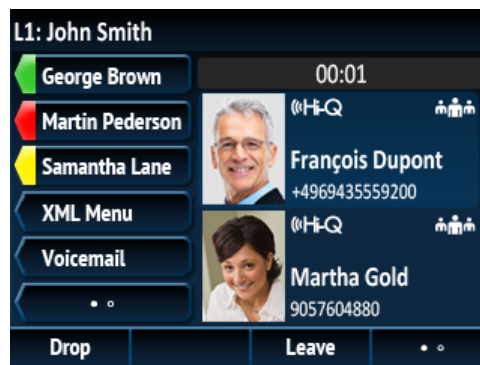
Ending a Conference and Transferring Remaining Parties

When the Host hangs up from a conference, the conference ends. Other participants can hang up and leave the remaining parties connected.

Muting Your Audio

You can use the [🎤] key to mute the handset, headset, or speakerphone. When you use the [🎤] key on your phone, you cannot be heard on an active call or on a conference. For muted calls, the handsfree LED flashes and the [🎤] key LED is on. To switch mute on or off, press [🎤] .

> **Note:**
> If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

Ending Calls

To end a call, you first need to connect or reconnect to the call if not already connected (e.g. if your caller is on hold). Press [☎] or the **Drop** softkey to end the call. If connected through the handset, you can also place the handset back on hook to end the call.

Options Menu

You can customize your phone by pressing the [⚙] key and accessing the IP phone UI. These options allow you to customize the following phone settings.

Caution:
Consult with your System Administrator before changing any of the phone settings in the Options menu.

Icon	Option
	Language
	Time and Date
	• Settings
	• Time Zone
	• Set Date and Time
	Call Forward
	Lock
	• Password
	• Phone Lock
	Status
	Audio
	• Audio Mode
	• Headset
	• Ring Tones
	• Tone Set
	Display
	Dialpad
	• Live Dialpad
	• Speed Dial Edit
	Restart

> **Note:**
>
> The **Advanced** options are Administrator-level functions only, and are not accessible by the user. These options should only be set up and changed by your System Administrator.

Accessing the IP Phone Options

1. Press ⌷ ✿ ⌷ on the phone to enter the Options List.
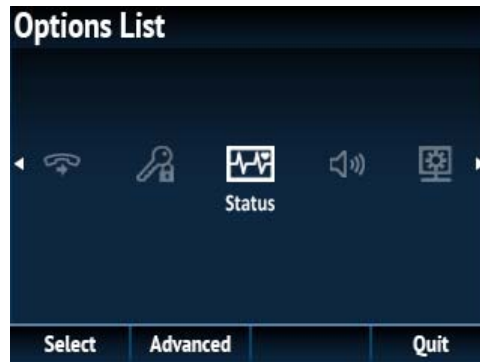
2. To go to an option**,** use ◄ and ► to navigate to the main option and ▲ and ▼ to scroll through the sub options.

3. Press the ☑ button or **Select** softkey to select an option.

4. Use the navigation keys, dialpad keys, and softkeys that display for each option to make any desired changes.

5. Press the **Save** softkey to save your changes.

6. Press the ⌷ ☎ ⌷ button or the **Cancel** softkey at any time to exit without saving changes.

> **Notes:**
> * For more information about customizing your phone using the available options from the IP phone UI, see "Options Menu" on page 27.
> * For more information about **Advanced** options, contact your System Administrator.

Language

The **Screen Language** is set to English. You can configure the language you use for input on the phone by setting the **Input Language** option. The default input language setting is English.

1. Press ⌷ ✿ ⌷ on the phone to enter the Options List.

2. Navigate to the **Language** option and press the ☑ button or **Select** softkey.

3. Press the ▼ key to highlight the **Input Language** option.

4. With **Input Language** highlighted press the ▶ key to move to selection column.

   Use the ▲ and ▼ keys to scroll through and choose the desired input language. Valid values are:
   - English (default)
   - Français (French)
   - Español (Spanish)
   - Deutsch (German)
   - Italiano (Italian)
   - Português (Portuguese)
   - Русский (Russian)
   - Nordic

   Note:
   Available input languages are dependent on the configuration enabled by your System Administrator.

5. Press the **Save** softkey to save your changes.

Time and Date

On the IP phones, the following time and date sub-options are available to be configured:
- Settings:
  - Time Format
  - Daylight Savings
  - Date Format
- Time Zone
- Set Date and Time:
  - Use Network Time (configure time servers)
  - Enter Time and Date

Time Format, Daylight Savings, and Date Format

1. Press [⚙] on the phone to enter the Options List.

2. Navigate to the **Time and Date > Settings** option and press the [✓] button or **Select** softkey.

Time and Date

Time Format	▶	12 Hour
Daylight Savings		24 Hour
Date Format		

Save   Cancel
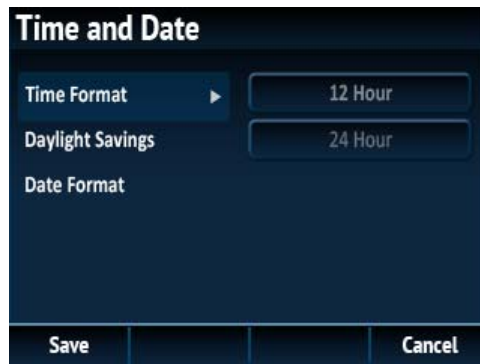
3. With **Time Format** highlighted press the ▶ key to move to selection column.

4. Use the ▲ and ▼ keys to scroll through and choose the desired time format. Valid values are 12 Hour and 24 Hour (the default is 12 Hour).

5. Press the ◀ key to move to back to the options column and press the ▼ key to highlight **Daylight Savings**.

Time and Date

Time Format		Off
Daylight Savings	▶	30min summertime
Date Format		1h summertime
		Automatic

Save   Cancel
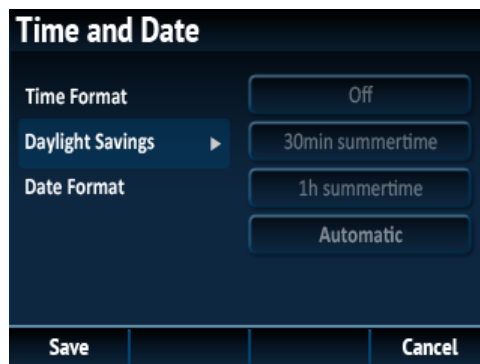
6. With **Daylight Savings** highlighted press the ▶ key to move to selection column.

7. Use the ▲ and ▼ keys to scroll through and choose the desired daylight savings setting. Valid values are:
- Off
- 30 min summertime
- 1h summertime
- Automatic (default)

8. Press the ◀ key to move to back to the options column and press the ▼ key to highlight **Date Format**.

Time and Date

Time Format		WWW MMM DD
Daylight Savings		DD-MMM-YY
Date Format	▶	YYYY-MM-DD
		DD/MM/YYYY
		DD/MMYY

Save   Cancel
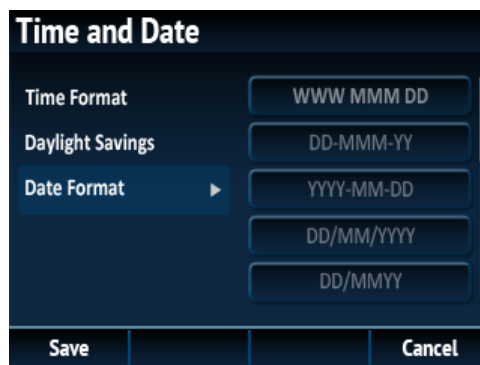
9. With **Date Format** highlighted press the ▶ key to move to selection column.

10. Use the ▲ and ▼ keys to scroll through and choose the desired date format. Valid values are:
   - WWW MMM DD (default)
   - DD-MMM-YY
   - YYYY-MM-DD
   - DD/MM/YYYY
   - DD/MM/YY
   - DD-MM-YY
   - MM/DD/YY
   - MMM DD
   - DD MMM YYYY
   - WWW DD MMM
   - DD MMM
   - DD.MM.YYYY

11. Press the **Save** softkey to save your changes.

> **Note:**
> The time and date formats you configure are applicable to the **Home** screen, as well as the Callers and Redial lists.

Time Zone

1. Press [⚙] on the phone to enter the Options List.

2. Navigate to the **Time and Date > Time Zone** option and press the [✓] button or **Select** softkey.
   A list of time zones displays for different areas of the world.
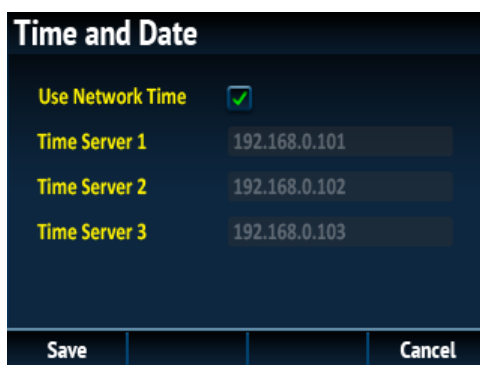
3. Use the ▲ and ▼ keys to scroll through and highlight the desired region. Valid values are:
   - America
   - Asia
   - Atlantic
   - Australia
   - Europe
   - Pacific
   - Others

4. With the desired region highlighted press the ▶ key to move to selection column.

5. Use the ▲ and ▼ keys to scroll through and choose the time zone that applies to your area. The default time zone is US-Eastern.

6. Press the **Save** softkey to save your changes.

Date and Time

With a valid time server enabled your IP phone will synchronize the time displayed with the specified configuration server. The phone will use the time from Time Server 1 unless it is not configured or unavailable, in which case it will move on to Time Server 2, and if necessary Time Server 3. Alternatively, you can set the date and time manually.

1. Press [⚙] on the phone to enter the Options List.

2. Navigate to the **Time and Date > Set Date and Time** option and press the [✓] button or **Select** softkey.

3. If you want to synchronize the time and date using a time server, ensure there is a checkmark in the box corresponding to the **Use Network Time** setting. If there is no checkmark, press the [✓] button to enable the **Use Network Time** setting.

Time and Date
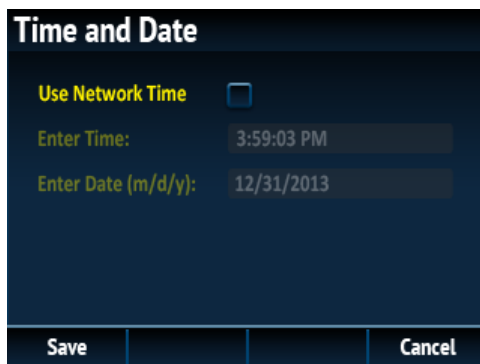
Use Network Time	✓
Time Server 1	192.168.0.101
Time Server 2	192.168.0.102
Time Server 3	192.168.0.103

| Save | | | Cancel |

c) Press the ▼ key to highlight **Time Server 1**, **Time Server 2**, or **Time Server 3**.

d) Using the keys on the dialpad, enter an IP address or domain name for the time server.
   Use the **Backspace** key to move back a space and delete a character. Use the **Dot** softkey to enter dots within the IP address or domain name. Use the **123 ▶** softkey to toggle between entering numbers and entering letters.

4. If you want to manually set the date and time, press the [✓] button to clear the checkmark from the **Use Network Time** box and disable the setting.

Time and Date

Use Network Time	☐
Enter Time:	3:59:03 PM
Enter Date (m/d/y):	12/31/2013

| Save | | | Cancel |

a) Press the ▼ key to highlight **Enter Time** or **Enter Date**.

b) Using the keys on the dialpad, change the time and date accordingly.
   When entering the time, use the **AM/PM** softkey to toggle between AM and PM.

5. Press the **Save** softkey to save your changes.

Call Forward

You can use the Options menu to set your phone to automatically forward incoming calls when you are already in a call, when you don't answer, or always. You can access Call Forward settings from the Options menu or from a configured Call Forward softkey. For more information, refer to *"Call Forward Key"* on page 49.

Lock
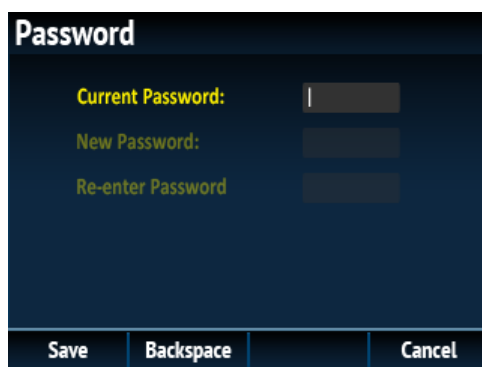
The Lock option allows you to change the user password for your phone. Changing your password ensures that only you can alter your phone settings and helps keep your system secure. You can change your user password using the IP phone UI.

> **Note:**
> Valid values when creating or changing a password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed). The default password is an empty string (i.e. leave the field blank).

Password

1. Press ⬚ on the phone to enter the Options List.

2. Navigate to the **Lock > Password** option and press the ✓ button or **Select** softkey.

3. In the **Current Password:** field, enter the current user password.

4. In the **New Password:** field, enter the new user password.

5. In the **Re-enter Password:** field, re-enter the new user password.

6. Press the **Save** softkey to save your changes.
    A **Password Changed** confirmation message displays on the screen.

Phone Lock

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using the IP phone UI or by configuring a Lock softkey on your phone. For more information about configuring a Lock/Unlock key on your phone, see "Paging Key" on page 56.

1. Press ⬚ on the phone to enter the Options List**.**

2. Navigate to the **Lock > Phone Lock** option and press the [✓] button or **Select** softkey.

3. At the **Lock the phone?** prompt, press the **Lock** softkey or navigate to the **Yes** button and press the [✓] button. The message **Phone is locked** and lock icon displays on the **Home** screen. Additionally the Message Waiting Indicator (MWI) will turn on.
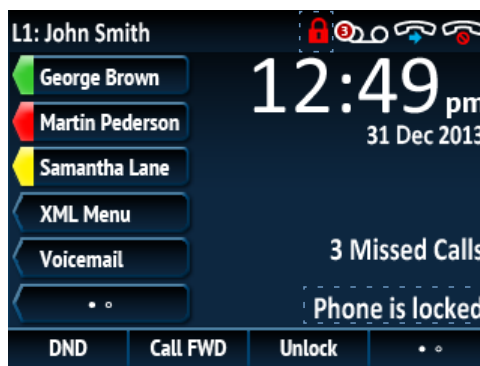
> **Note:**
> Alternatively, if configured, you can lock the phone by simply pressing a **Lock** softkey.

Unlocking the Phone Using the IP Phone UI

1. Press [⚙] on the phone to enter the Options List (or press a configured **Unlock** softkey).

2. At the **Enter Unlock Password** prompt, enter your user password and press the **Enter** softkey or [✓] button.

3. At the **Unlock the phone?** prompt, press the **Unlock** softkey or navigate to the **Yes** button and press the [✓] button.

Resetting a User Password

If you forget your password, contact your System Administrator.

Status

The **Status** option on the IP phone displays the status of your phone to the LCD display.

This option allows you to view your phone's:

- Firmware information including firmware version and boot version
- Network status including your phone's IP, MAC address, and LAN/PC port information
- Storage information including how many records are stored in your Callers and Redial lists
- Error messages from the last reboot or startup
- Copyright information

1. Press [⚙] on the phone to enter the Options List.

2. Press the [✓] button to enter the **Status** menu.

3. Use the ▲ and ▼ keys to scroll the through the following status items:
   - **Firmware Info**
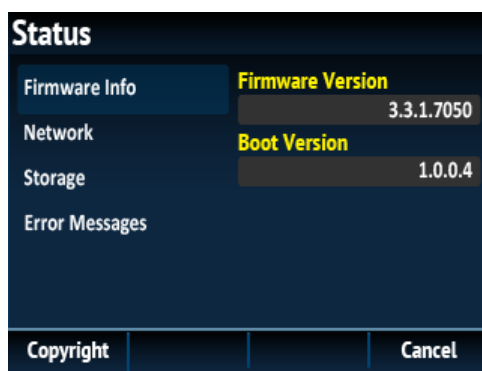
   - **Network**
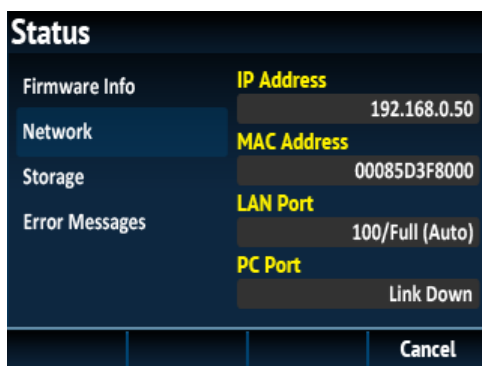
- **Storage**
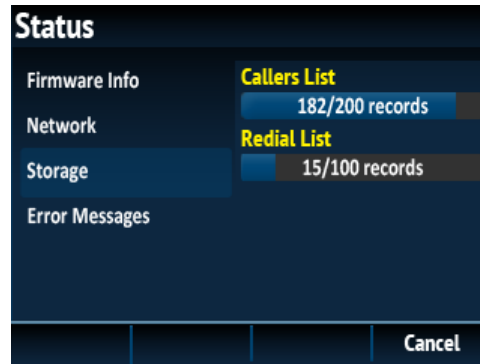
Note:
If the Callers List or Redial List is full, the Storage screen displays information regarding the age of the oldest record stored in memory for the respective list instead of the total number of records stored.
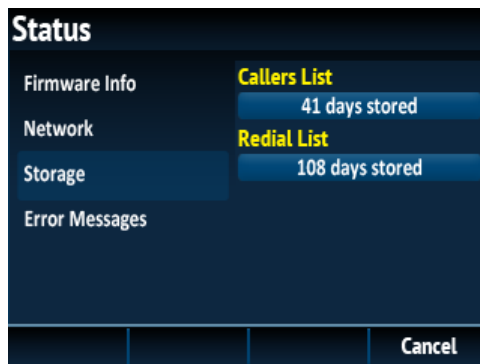
- **Error Messages**
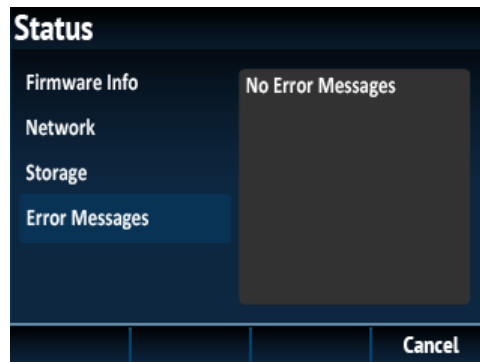
Note:
Press the **Copyright** softkey to view copyright information.

Audio

The **Audio** option on the IP phone allows you to set the audio mode for your IP phone, configure headset settings, and personalize ring tones and tone sets.

Audio Mode

The 6867i allows you to use a handset, a headset, or handsfree mode to handle incoming and outgoing calls. The **Audio Mode** option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options you can set:

Audio Mode Option	Description
Speaker	This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing the [◁/⌒] button on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.
Headset	Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing the [◁/⌒] button on the phone. To switch from the headset to the handset, lift the handset.
Speaker/Headset	Incoming calls are sent to the handsfree speakerphone first when the [◁/⌒] button is pressed. By pressing the button again, you can switch back and forth between the handsfree speakerphone and the headset. At anytime, lifting the handset switches back to the handset from either the handsfree speakerphone or the headset.
Headset/Speaker	Incoming calls are sent to the headset first when the [◁/⌒] button is pressed. By pressing the button again, you can switch back and forth between the headset and the handsfree speakerphone. At anytime, lifting the handset switches back to the handset from either the headset or the handsfree speakerphone.

1. Press [⚙] on the phone to enter the Options List.

2. Navigate to the **Audio > Audio Mode** option and press the [✅] button or **Select** softkey.

3. Use the ▲ and ▼ keys to scroll through and highlight the desired audio mode. Valid values are:
   - Speaker (default)
   - Headset
   - Speaker/Headset
   - Headset/Speaker

4. Press the **Save** softkey to save your changes.

Headset

The **Headset** option allows you to set the volume level for the headset microphone and also allows you to enable/disable DHSG.

1. Press [⚙] on the phone to enter the Options List.

2. Navigate to the **Audio > Headset** option and press the [✓] button or **Select** softkey.

3. With **Headset Mic Vol** highlighted press the ▶ key to move to selection column.

4. Use the ▲ and ▼ keys to scroll through and choose the desired volume setting. Valid values are:
   • Low
   • Medium (default)
   • High

5. Press the ◀ key to move to back to the options column and press the ▼ key to highlight **DHSG**.

6. With **DHSG** highlighted press the ▶ key to move to selection column.

7. Use the ▲ and ▼ keys to scroll through and choose whether or not to enable DHSG. Valid values are:
   • DHSG is OFF (default)
   • DHSG is ON

8. Press the **Save** softkey to save your changes.

Ring Tones and Tone Set

There are several distinct ring tones a user can select from to set on the IP phones. You can enable/disable these ring tones on a global or per-line basis.

The following table identifies the valid settings and default values for each type of configuration method.

Configuration Method	Valid Values	Default Value
IP Phone UI	Global Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Global Setting: Tone 1
Lines 1 to 9	Per-Line Setting: Global Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Per-Line Setting: Global

The country-specific tone is heard on the phone for the following:

* Dial tone
* Secondary dial tone
* Ring tone
* Busy tone
* Congestion tones
* Call waiting tone
* Ring cadence pattern

You configure global ring tones and tone sets using the IP phone UI.

1. Press ⚙ on the phone to enter the Options List.

2. Navigate to the **Audio > Ring Tones** option and press the ✅ button or **Select** softkey.

3. Use the ▲ and ▼ keys to scroll through and choose the desired ring tone (**Tone 1** through **Tone 5**, or **Silent**).

4. Press the **Save** softkey to save your changes.
   The ring tone you select is immediately applied to the IP phone.

Follow these steps to configure Tone Sets using the IP phone UI.

1. Press [⚙] on the phone to enter the Options List.

2. Navigate to the **Audio > Tone Sets** option and press the [✓] button or **Select** softkey.
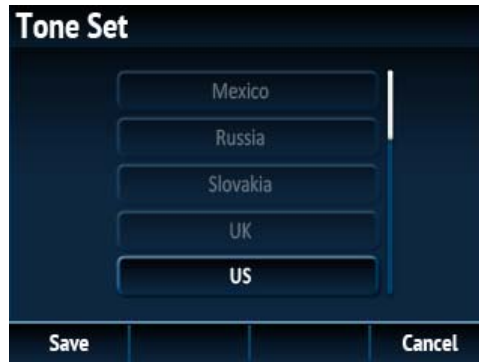
3. Use the ▲ and ▼ keys to scroll through and choose the desired tone set. Valid values are:
- Australia
- Brazil
- Europe
- France
- Germany
- Italy
- Italy2
- Malaysia
- Mexico
- Brazil
- Russia
- Slovakia
- UK
- US (default)

4. Press the **Save** softkey to save your changes.
The tone set you select is immediately applied to the IP phone.

Display

The **Display** option allows you to set the following on your phone:
- Brightness Level
- Brightness Timer

The **Brightness Level** option on the IP phone allows you to set the amount of light that illuminates the LCD display. Use this option to set the preference of brightness level.

The **Brightness Timer** option allows you to set the amount of time you want the LCD display to stay illuminated before turning the backlight off during a period of inactivity. For example, if you set the brightness timer to 60, when the phone reaches 60 seconds of inactivity, the LCD backlight goes off.

You can set the brightness level and timer using the IP phone UI only.

1. Press [⚙] on the phone to enter the Options List.

2. Navigate to the **Display** option and press the [✓] button or **Select** softkey.

Display

Brightness Level	◀ Level 5
Brightness Timer	600 seconds
	(Min: 1 Max: 7200)

Save   Cancel
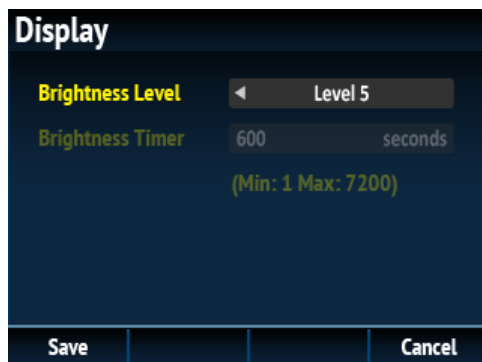
3. Use the ◀ and ▶ navigation buttons to increase or decrease the intensity of brightness on the LCD.

4. Press the ▼ key to highlight **Brightness Timer**.

5. Enter a value, in seconds, using the dialpad keys. You can set the timer from 1 to 7200 seconds. Default is 600 (10 minutes).

6. Press the **Save** softkey to save your changes.

Dialpad

Live Dialpad

The **Live Dialpad** option on the IP phone turns the live dialpad mode on or off. With the live dialpad feature enabled, the 6867i IP phone automatically dials out and turns on handsfree mode as soon as a dialpad key or softkey is pressed. With live dialpad disabled, if you dial a number while the phone is on-hook, lifting the receiver or pressing the [◁/⌂] initiates a call to that number.

> **Note:**
> Availability of this feature is dependent on your phone system or service provider.

You can enable/disable the live dialpad using the IP phone UI only.

1. Press [⚙] on the phone to enter the Options List.

2. Navigate to the **Dialpad > Live Dialpad** option and press the [✓] button or **Select** softkey.

Live Dialpad

Off

On

Save   Cancel
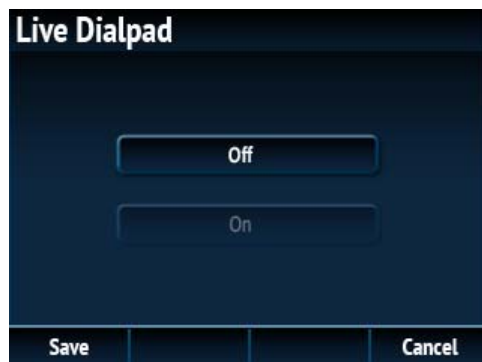
3. Use the ▲ and ▼ keys to scroll through and enable (**On**) or disable (**Off**) the live dialpad feature.

4. Press the **Save** softkey to save your changes.

Speed Dial Edit

You can use the Options menu to create or edit a press-and-hold speed dial key that is only saved locally on the phone.

1. Press [⚙] on the phone to enter the Options List.

Navigate to the **Dialpad > Speed Dial Edit** option and press the [✓] button or **Select** softkey.

> **Note:**
> You can press the **Cancel** softkey at anytime during the speed dial programming to cancel and not save the speed dial information.

2. Navigate to the desired dialpad key (by pressing the ▼ key) and in the **Number** field, enter a number for the key using the dialpad keys.

3. Press the ▼ key to move to the **Line** field and select a line to apply to the key. This is the line that the phone opens to dial the number after you press the respective **Speed Dial** key. By default, the phone uses Line 1 for the **Speed Dial** key. If you want to use a different line, press the ◄ or ► keys to select another line.

4. Press the **Save** softkey to save the speed dial information to the key you selected.

Restart

You may want to restart your phone to check for updates on the server or you may occasionally need to restart your phone for configuration changes to your phone or network settings to take effect. You may also need to restart your phone if you have been asked to do so by your System Administrator or should you experience any unexpected behavior.

1. Press the [⚙] button on the phone to enter the Options List.

2. Navigate to the **Restart** option and press the [✓] button or **Select** softkey.

3. When the prompt, **Restart Phone?** appears, press the **Restart** softkey or navigate to the **Yes** button and press the [✓] button.
If you do not wish to restart your phone, press **Cancel** or **No**.

> **Note:**
> Your phone is out of service temporarily during the restart and reboot process.

IP Phone Keys

Line and Call Appearances

The 6867i has two hard line/call appearance buttons each with a corresponding status light.
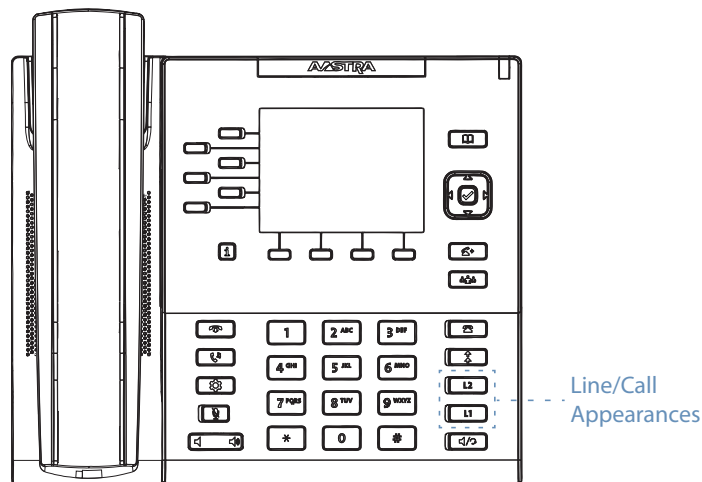
These line/call appearance buttons and lights can represent physical lines, calls for your extension, or calls from a group that your extension is part of. By pressing a line/call appearance button, you connect to the line or a call it represents. The line/call appearance light indicates the status of that line or call. When the phone is taken off-hook, the phone automatically selects a line for you.

Line/Call Appearance LED Behavior	Line/Call Appearance Status
Off	Idle line or no call activity
Light flashes quickly	Ringing
Light is solid	Connected
Light flashes slowly	Hold

When you have more than one call, you can use the ▲ and ▼ navigation keys to scroll up and down to view information for the different calls. The display shows which line the call information is referring to (L1, L2, L3, L4, etc.), picture ID and Caller ID information (name and number) if available, the call status (connected, ringing, held call, etc...), and the timer specific to that call.

Presence Key

The **Presence** [i] key is used to access the contact information screens, which provide detailed information about a respective Busy Lamp Field (BLF) or Speed Dial contact.

When you press the ⊡ i ⊡ key, you are able to view the contact's BLF details (if a BLF key is selected), Picture ID (if applicable), as well as all the phone numbers of the contact saved in your phone's memory.

1. While on the **Home** Screen, press the ⊡ i ⊡ key.

2. Press a left softkey that is configured with BLF or Speed Dial functionality.
   The contact information screen will be displayed.

> **Note:**
> To switch to another contact, simply press the desired BLF or Speed Dial softkey.

3. Press the ⊡ button to place a call using the contact's default phone number.
   If you would like to place a call to a different phone number attached to the contact (if applicable), highlight the desired phone number using the ▲ and ▼ navigation keys, and press the ⊡ key.

4. Press ⊡ 📞 ⊡ or the **Quit** softkey at any time to exit.

Programmable Softkeys

Your 6867i has six multi-functional left softkeys and four multi-functional bottom softkeys:

- Six left softkeys: programmable non-state-based softkeys (up to 20 programmable functions)
- Four bottom softkeys: programmable state-based softkeys (up to 18 programmable functions)
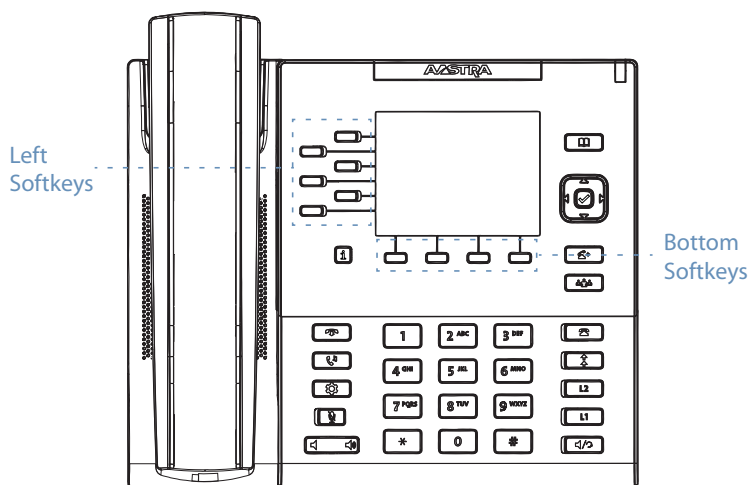
Your System Administrator can assign the following functions to the programmable keys and softkeys on the phone or expansion module.

- ACD Sign In
- ACD Sign out
- ACD Available
- ACD Unavailable
- AsstCallPush
- AsstInitCall
- AsstOptIn
- AsstOptOut
- BLF
- BLF/List
- BLF/Xfer
- Call Forward
- Call Log
- Callers List

- Call Park/Pickup
- Call Pull
- Call Return
- Conference
- Directory
- Do Not Disturb
- Empty
- ExecFileAct
- ExecFileDeact
- Flash
- Icom
- Last Call Return (LCR)
- Line
- (None)

- Paging
- Park
- Phone Lock
- Pickup/ParkRtrv
- Redial
- Services
- Speeddial
- Speeddial 8
- Speeddial 100
- Speeddial/Xfer
- Sprecode
- Transfer/Xfer
- Voicemail
- XML

State-Based Softkeys

On the 6867i phone's bottom softkeys, your System Administrator can configure a specific state to display when a softkey is being used. The following table describes the states available to configure for the softkeys.

State	Description
Idle	The phone is not being used.
Connected	The current line is in an active call (or the call is on hold).
Incoming	The phone is ringing.
Outgoing	The user is dialing a number, or the far-end is ringing.
Busy	The current line is busy because the line is in use or the line is set as DND.

The following table identifies the applicable default states for each softkey type on the IP phone.

Softkey Type	Default States
Auto Call Distribution (ACD)	Idle
BLF	Idle, Connected, Incoming, Outgoing, Busy
BLF/List	Idle, Connected, Incoming, Outgoing, Busy
BLF/Xfer	Idle, Connected, Incoming, Outgoing, Busy
Call Forward	Idle, Connected, Incoming, Outgoing, Busy
Callers List	Idle, Connected, Incoming, Outgoing, Busy
Conference	Idle, Connected, Incoming, Outgoing, Busy
Directory	Idle, Connected, Incoming, Outgoing, Busy
DND	Idle, Connected, Incoming, Outgoing, Busy
Empty	Idle, Connected, Incoming, Outgoing, Busy
Flash	All states disabled.

Softkey Type	Default States
Intercom	Idle, Connected, Incoming, Outgoing, Busy
(None)	All states disabled.
Paging	All states disabled.
Park	Connected
Phone Lock	All states disabled.
Pickup	Idle, Outgoing
Redial	Idle, Connected, Incoming, Outgoing, Busy
Speed Dial	Idle, Connected, Incoming, Outgoing, Busy
Speed Dial/Xfer	Idle, Connected, Incoming, Outgoing, Busy
Sprecode	Connected
Transfer	Idle, Connected, Incoming, Outgoing, Busy
XML	Idle, Connected, Incoming, Outgoing, Busy

ACD (Automatic Call Distribution) Keys

The ACD phone application provides Clearspan Call Center agents with buttons to perform certain functions in an environment that supports intelligent call distribution. In these environments, an available agent is selected using a combination of the agent's line state, availability setting, skill level, and other distribution algorithms. If your System Administrator has configured a ACD on your phone, you can press the buttons to execute the functions and play audio indicating your state.

Key	Action
Sign In	Indicates that you are in the office and present.
Sign Out	Indicates that you are out of the office.
Available	Indicates that you are available to accept new calls or are on active calls.
Unavailable	Indicates that you are not available to accept new calls.
Wrap	Indicates that you are performing post-call wrap-up work.

AsstInitCall and AsstCallPush

Your System Administrator can assign softkeys to your phone to support the Executive-Assistant service. The AsstInitCall and AsstCallPush softkeys allow an assistant to place a call on behalf of an executive.

To initiate a call for an executive, press the **AsstInitCall** softkey, and then enter the executive's number and the destination number. If any of the numbers is not provided, you are prompted to provide it. To transfer the call to the executive for whom the call is intended, press the **AsstCallPush** softkey. You can also transfer a filtered call that you answer before pushing the call to the executive.

If the executive does not answer the call within a configured time, the call is sent back to your phone.

AsstOptIn and AsstOptOut

Your System Administrator can assign softkeys to your phone to support the Executive-Assistant service. One Executive-Assistant feature that might be supported on your phone is the ability to opt in or opt out of an executive's pool of assistants. If you have AsstOptIn and AsstOptOut softkeys on your phone, you have this ability. Press **AsstOptIn** to opt in to an executive's pool, or **AsstOptOut** to opt out of the pool.

BLF (Busy Lamp Field)

Notes:
- BLF functionality can only be programmed on the left softkeys.
- BLF feature availability is dependent on your call manager. Contact your System Administrator for more information.

The BLF feature on the IP phones allows a specific extension to be monitored for state changes. BLF monitors the status (busy or idle) of extensions on the IP phone.

For example, a Supervisor configures BLFs on his phone for monitoring the status of a co-worker's phone use (busy or idle). If the co-worker's phone is in an idle state, the **BLF** softkey on the Supervisor's phone is green. If the co-worker is on a call or when the co-worker picks up his phone to make a call, the **BLF** softkey on the Supervisor's phone turns red, indicating that the worker's phone is in use and busy. Additionally, the corresponding softkey LED illuminates to match the monitored user's state, either off (idle), or solid (busy).

Note:
You can also use a BLF-configured key to automatically dial the BLF-monitored extension. Contact your System Administrator for more information.

BLF/List

Notes:
- BLF/List functionality can only be programmed on the left softkeys.
- Your System Administrator must have BLF/List enabled on Clearspan. Contact your System Administrator for more information.

The BLF/List feature on the IP phones is specifically designed to support the Clearspan Busy Lamp Field feature.

This feature allows the IP phone to subscribe to a list of monitored users defined through Clearspan.

In addition to monitoring the idle and busy state, the BLF/List feature also supports the ringing state. When the monitored user is idle, the corresponding softkey is green. When the monitored user's phone is ringing, the corresponding softkey turns yellow. Finally, when the monitored user on an active call or is attempting to make a call, the corresponding softkey turns red. Additionally, the corresponding softkey LED illuminates to match the monitored user's state, either off (idle), flashing (ringing), or solid (busy).

Notes:
- You can use a BLF/List-configured key to automatically dial out to the configured extension.
- The Clearspan BLF feature is not the same as the Clearspan Shared Call Appearance (SCA) feature and does not permit call control over the monitored extension.

BLF/Xfer

Note:
BLF/Xfer functionality can only be programmed on the left softkeys.

The **BLF** key allows one or more extensions to be monitored, and once there is any state change with those extensions, the key shows the status of the monitored lines. The **Transfer** key allows a call to be transferred to other recipients blindly or consultatively. The **BLF/Xfer** key combines the **BLF** and **Transfer** keys' functionality together allowing the user to transfer calls or use BLF with one key.

Note:
It is recommended that the **Switch UI Focus to Ringing Line** parameter be enabled when using the BLF/Xfer feature. For more information about this parameter, see "Switch UI Focus to Ringing Line" on page 68.

- BLF/Xfer and BLF: A **BLF/Xfer** key can be configured for subscribing to an extension and monitor the status of the

extension, similar to the **BLF** key functionality. Changes of the state of the monitored extension are indicated by the key's graphical button image as well as the key's LED.

- BLF/Xfer and Blind Transfer Calls: When the focused line is in the connected state, pressing the **BLF/Xfer** key transfers the call to the extension unconditionally, disregarding the status of the monitored extension.

  If transferring a call to an extension fails, a message **Transfer Failed** displays on the phone, and you can reconnect the call (get the call back) by pressing the line key again.

- BLF/Xfer and Call Forward: When the focused line is in the ringing state, pressing the **BLF/Xfer** key forwards the call to the extension unconditionally, disregarding the status of the monitored extension.

- BLF/Xfer and Speed Dial: When the focused line and the monitored extension are idle, pressing the **BLF/Xfer** key causes the phone to go offhook and dial the number of the extension.

Call Forward Key

Your System Administrator can configure the Call Forward function on a softkey, programmable key, or expansion module key. Use call forwarding when you want a specific account on your phone to be forwarded to another number when your phone is in the busy state or the no answer state, or both. Pressing the **Call Fwd** softkey on the phone accesses the Call Forward menus. The menu that displays is dependent on the Call Forward mode (**Account** (default), **Phone**, or **Custom**) configured for the phone.

You can enable different Call Forward rules/modes independently (for example, you can set different phone numbers for Busy, All, and NoAnswer modes and then turn them on/off individually).

The following table describes the key and Message Waiting Indicator (MWI) LEDs when Call Forward is enabled on the IP phone.

Key LED Behavior for All Modes (Left Softkeys Only)	MWI LED Behavior for All Modes
Call Forward key LED RED if any Call Forward mode is enabled for the account in focus.	**MWI LED on** if any Call Forward mode is enabled for the account in focus.
Call Forward key LED off if all Call Forward modes are disabled for the account in focus.	**MWI LED off** if all Call Forward modes are disabled for the account in focus.

Once Call Forward is enabled on your phone, you can access the Call Forward menus by pressing a pre-configured **Call Forward** key, or by selecting **Options > Call Forward** from the IP phone UI.

1. Press the configured **Call Fwd** softkey or press ⚙ , navigate to the **Call Forward** option and press the ✅ button or **Select** softkey.

2. Enter forwarding numbers using the dialpad keys for any of the following states:
   - All: Forwards all incoming calls to the specified number.
   - Busy: Forwards incoming calls to a specified number if DND has been enabled OR if the phone is currently engaged in another call.
   - No Answer: Forwards incoming calls to a specified number if the call has not been answered for the specified number of rings.

   Notes:
   - Pressing the ▼ navigation key moves the selection to the next field/checkbox.
   - If All and Busy and No Answer are all enabled (and/or DND is enabled), the All settings take precedence over Busy and No Answer.
   - Pressing the **CopyToAll** key copies the call forward number of the Call Forward mode in focus to every Call Forward mode. For example, if you have the cursor pointing at the All state and has a call forward phone number configured, pressing the **CopytoAll** key assigns the same phone number to the Busy and No Answer states as well.

3. If configuring a forwarding number for the No Answer state, navigate to the **No. Rings** field and press the ◄ or ► navigation keys to change the desired number of rings.

4. Using the ▼ navigation key, move to the **On** checkbox beside the respective Call Forward mode and press the ✅ button to enable the Call Forward mode.

5. Press the **Save** softkey to save your changes.

Call Logs

Call Logs is a stored log of your incoming calls. Your System Administrator can assign the Call Logs key to any softkey on the phone. Pressing the Call Logs key displays the most recent received, placed, and missed calls that you can view and dial. You can also add a phone number to your speed dial list.

1. Press the **Call Logs** key.

2. Select Dialed, Received, or Missed.

3. Use the ▼ and ▲ keys to scroll through the line items in the Call Logs.

4. To view details such as the phone number and date/time, press **Display**. To dial an entry from the Call Logs, press **Dial**. To save a line item to the next available empty speed dial code, press **Add Speed**.

5. To exit the Call Logs, press **Back** and **Done**.

Call Park/Pickup

You can "park" a call by putting it on hold, and then hang up and retrieve the call from any phone.

1. During an active call, press the **Park** softkey.

2. Dial the number where you want to park the call plus the # key, or dial # to park the call on your own extension.

3. Hang up or press the **Goodbye** key.

4. To pick up the parked call, left the handset on any phone, and press the **Pickup** key.

5. Dial the number where the call was parked plus the # key, or dial # to pick up a call parked on your own extension.

Call Pull

The Call Pull function retrieves an existing active call from another one of your devices. Press the **Call Pull** softkey to move an active call from another endpoint to the 6867i phone. For example, you can move a call from your mobile phone to your desk phone.

Call Return

The Call Return feature allows you to call the person who last called you. Calls can be returned only to numbers that are acceptable according to the user's Outgoing Calling Plan. Press the **Call Return** softkey to dial the phone number of the last caller.

Callers List

By default, the 6867i has a dedicated **Callers List** key. However, your System Administrator can assign the **Callers List** key to any key on the left or bottom keys on the phone.
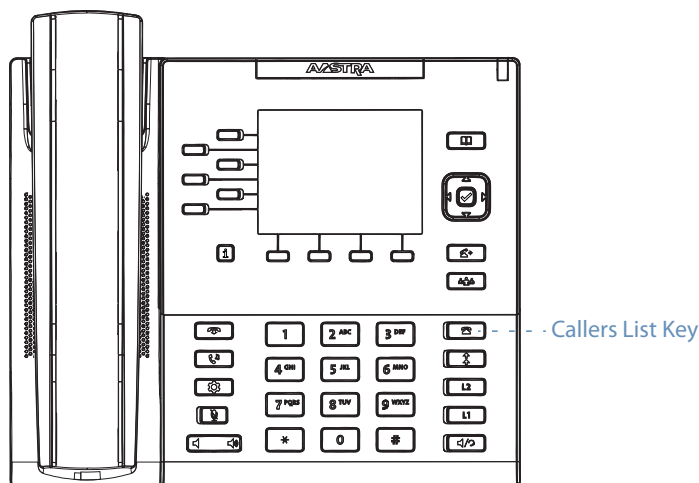
· · · · · · Callers List Key

The Callers List is a stored log of your incoming calls. You can use the **Callers List** key to access a list of callers that called your phone.

> **Note:**
> For more information about the Callers List, see "Callers List" on page 51.

The Callers List is a stored log of your incoming calls. The 6867i telephone stores information on up to 200 incoming calls in the Callers List. Your telephone logs the name/number of the caller, when they last called, and if the call was answered or missed. Additional information such as the duration of the call, line used, and call features utilized during the call can also be viewed.

You can view, scroll, and delete line items in the Callers List from the IP phone UI as wells as copy selected entries to the Directory. You can also dial out directly using a displayed entry in the Callers List.

On the 6867i, you access the Callers List by the ☎ key.

The following table identifies and describes the various icons displayed in the Callers List.

Icon	Description
	Indicates an incoming call that was answered.
	Indicates an incoming call that was not answered.
	Indicates the incoming unanswered call is a new missed call.
Call Feature Indicators (in detailed viewonly)	
	Indicates the call was secured using TLS/SRTP encryption.
	Indicates the call was using Aastra Hi-Q™ audio.
	Indicates active VoIP recording was enabled and the call was recorded.

> **Notes:**
> - When the Callers List is full, the oldest call records are deleted to accommodate the information of new callers.
> - If the telephone number of an incoming or outgoing call matches a number that you have programmed with a name in a softkey or the Directory, the Callers List display the same name and number.

Accessing and Using the Callers List

1. Press the [☎] key.
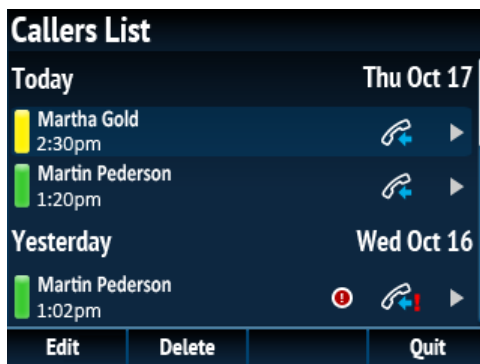
2. Use the ▲ and ▼ keys to scroll through the entries in the Callers List.

3. Press ▶ to see more detailed information about they Callers List entry.
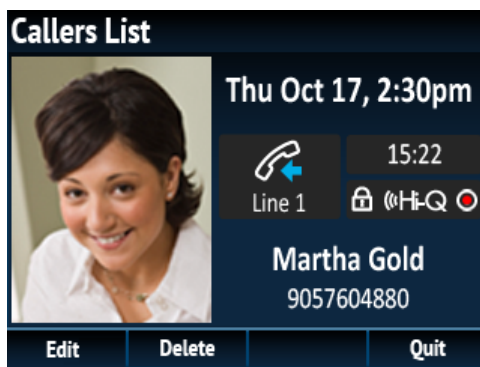
> **Note:**
> The detailed view screen contains the picture ID of the caller (if available), the date and time of the incoming call, whether or not the call was answered, the line on which the call was received, call duration (if the call was answered), any applicable call feature indicators, and the caller ID details.

4. To dial the displayed number while in the Callers List, press the [✓] button, press [◁/↻], lift the handset, or press any of the line keys.

5. To exit the Callers List, press the [☎] key, [☎] key, or the **Quit** softkey.

Editing Entries in the Callers List

In the Callers List, pressing the **Edit** softkey allows you to edit the entry's number prior to dialing out.

1. Press the [☎] key.

2. Use the ▲ and ▼ keys to scroll through the entries in the Callers List.

3. Press the **Edit** softkey.

4. Using the dialpad keys, edit the number.

   Note:
   To move the cursor one digit to the right, press the ▶ navigation key. To erase one digit to the left of the cursor, press the **Backspace** softkey.

5. To dial the new number, press the [✓] button, press [◁/◯] , lift the handset, or press any of the line keys
   or

6. To copy the new number to the Directory, press the **Copy** softkey.

Deleting Entries from the Callers List

You can delete individual entries from the Callers List or you can simply delete all entries in the Callers List. Use the following procedure to delete an individual item from the Callers List.

1. Press the [☎] key.

2. Use the ▲ and ▼ keys to scroll through the entries in the Callers List.

3. Press the **Delete** softkey.
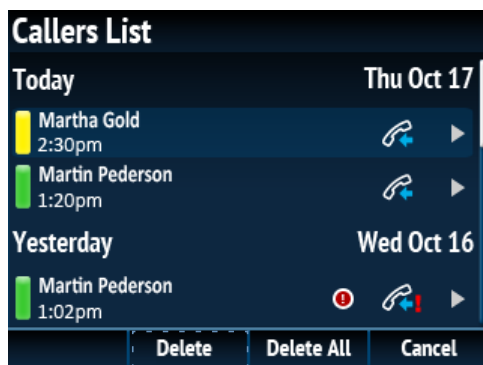
4. Press the **Delete** softkey to erase the entry.

Use the following procedure to delete all items from the Callers List.

1. Press the [☎] key.

2. Use the ▲ and ▼ keys to scroll through the entries in the Callers List.

3. Press the **Delete** softkey.
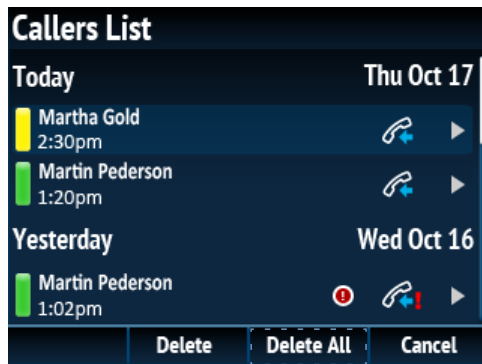
4. Press the **Delete All** softkey to erase all items.

Missed Calls Indicator

The IP phone has a missed calls indicator that increments the number of missed calls to the phone. The number of calls that have not been answered increment on the phone's Home screen as **# Missed Calls.**
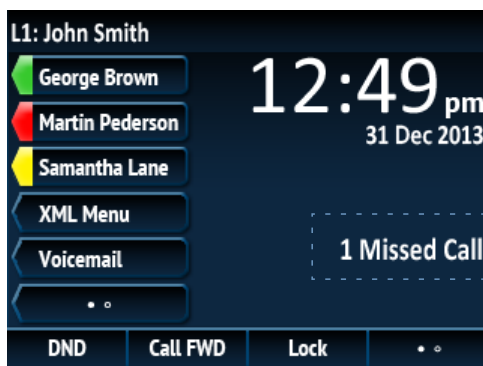
As the number of unanswered calls increment, the phone numbers associated with the calls are stored in the Callers List. When the user accesses the Callers List, the missed calls message on the **Home** screen is cleared.
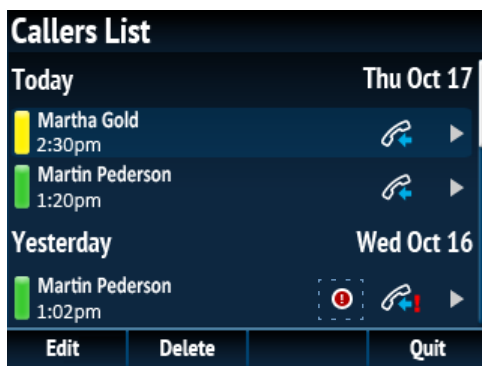
1. Press the [☎] key.

2. Use the ▼ and ▲ navigation keys to scroll through the entries in the Callers List. The [🔴] icon indicates a new missed call.

3. To exit the Callers List, press the [☎] key, [📞] key or the **Quit** softkey.
The missed calls message on the Home screen is cleared upon exit.

Conference Key

By default, the 6867i has a dedicated [⌨] **Conference** key. However, your System Administrator can assign the **Conference** key to any key on the left or bottom keys on the phone.

> **Note:**
> For more information about conferencing, see "Creating Conferencing Calls" on page 24.

Directory Lookup

By default, the 6867i has a dedicated [📖] **Directory** key. However, your System Administrator can assign the Directory key to any top or bottom softkey on the phone. The Directory Lookup application provides functions to search an LDAP or Outlook directory and then display the list on your phone for dialing.

1. Press the **Directory** key. If prompted, enter your Outlook credentials.

2. Search for any name by entering letters using the phone's keypad.

3. Press **Lookup** to retrieve a list of possible names. You can scroll up and down in the list that is returned.

4. Press **Dial** to call the selected entry in the list. You can also press **Display** to search for additional numbers available for the selected name.

5. To exit the Directory, press **Back** and **Cancel**.

Do Not Disturb (DND) Key

Do Not Disturb (DND) is a feature on the phone that prevents the phone from ringing and receiving incoming calls. The DND function allows you to turn DND ON and OFF. Your System Administrator configures DND. If DND is enabled, callers calling into the phone hear a busy signal or a message, depending on how your System Administrator set up the configuration server. When DND is enabled, the [📵] icon is displayed on screen.

If the phone shares a line with other phones, only the phone that has DND configured is affected.

After your System Administrator adds a DND key to your phone, you can toggle the DND state using this key. To enable/disable DND on the IP phone, press the **DND** softkey from the Home screen.

The following table describes the key and Message Waiting Indicator (MWI) LEDs when DND is enabled on the IP phone.

Key LED Behavior for All Modes (Left Softkeys Only)	MWI LED Behavior for All Modes
DND key LED RED if current account in focus has DND on. **DND key LED off** when current account in focus has DND disabled.	**MWI LED on** if current account in focus has DND on. **MWI LED off** if current account in focus has DND off.

Empty Key

Your System Administrator can set a softkey to force a blank entry on the IP phone display for a specific key by setting the softkey to **Empty**. The keys are added in order (from key 1 to key 20) after any hard-coded keys have been added. If a particular key is not defined, it is ignored.

ExecFilAct and ExecFilDeact

Your System Administrator can configure which calls to forward to an executive's assistants using the Executive-Assistant service, and can enable or disable call filtering. If call filtering is enabled, executives can activate or deactivate it using the **ExecFilAct** and **ExecFilDeact** softkeys. When call filtering is deactivated, all calls are routed to the executive.

Flash

Your System Administrator can set a key to generate a flash event when it is pressed on the 6867i by setting the key to **Flash**. The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold).

Icom (Intercom)

On the 6867i you can use the **Icom** key to automatically connect with a remote extension.

Using the Icom Key

1. Press the **Icom** key.

2. Enter the extension number of the person you wish to intercom or the **BLF** key for that extension.

3. After a beep tone, your phone automatically connects with the remote extension and you can speak through its speaker.

4. To cancel intercom, press ☎ or the **Cancel** key.

5. When you are finished speaking, hang up the phone by placing the handset back on-hook or by pressing ☎ or the line/call appearance button for the active call. When you hang up, the remote phone also hangs up.

You can use the **Intercom** key to automatically connect with a remote extension for outgoing calls, and to answer an incoming intercom call.

> **Note:**
> For more information about the Intercom feature, see "Incoming Intercom Call Features" on page 56.

Line Key

> **Note:**
> Line functionality can only be programmed on the left softkeys.

Your System Administrator can set a softkey to act as a line/call appearance key on the 6867i. This key acts as a line that behaves the same as a hard line key (L1 and L2). For more information about the behavior of **Line** keys, see "IP Phone Keys" on page 44.

Depending on how the phone has been configured, the maximum number of total line/call appearances that can be configured is nine (two line/call appearance hard keys plus seven softkeys). If all line/call appearances have been set up between two different numbers, a total of eight lines can be configured. This means that when all line/call appearances are in use, one call is connected while the rest are on hold. No further outgoing or incoming calls can be made until one of the line/call appearances becomes available.

Paging Key

Your System Administrator can configure a Paging Key on the phone that allows you to send a Real Time Transport Protocol (RTP) stream to pre-configured multicast address(es) without involving SIP signaling. Your administrator enters a multicast IP address(es) and a port number for the Paging Key, that when pressing, initiates an outgoing multicast RTP session. This is calling Group Paging on the IP phones. Your System Administrator can also specify group paging RTP addresses that the phone listens for when receiving RTP streams and can specify up to five listening multicast addresses. For more information about Group Paging and how it works, and to specify multicast addresses, see "Group Paging" on page 64.

The following procedure describes the use of the **Paging** key on the IP phone.

> **Notes:**
> - The recipient of a paging call can set a global DND to ignore any incoming pages.
> - For incoming paging, the phone uses the Intercom configuration settings. The incoming page is dependent on the **Allow Barge In** parameter setting and the idling/on call state.

1. On the IP phone, press the softkey or expansion module key you configured for **Paging**.
   The phone opens a multicast RTP session and an outgoing OR incoming phone screen displays.

2. Press the **Drop** key to end the multicast RTP session and return to the **Home** screen.

Park/Pickup Keys

The 6867i phone has a park and pickup call feature that allows you to park a call and pickup a call when required. When a call comes in and you pickup the handset, you can press the applicable **Park** key to park the call. After the call is parked, you can press the **Pickup** key, followed by the applicable value to pickup the call.

Administrators can configure the **Park** and **Pickup** keys for any line.

Use the following procedure on the IP phone to park a call and pick up a parked call.

Parking a Call

1. While on a live call, press the **Park** key.

2. After you hear the greeting from the CallPark server, enter the extension where you want to park the call.

   If the call is parked successfully, the response is either a greeting voice confirming that the call was parked, or a hang up occurs. The parked call party hears music on hold.

3. If the call fails, you can pick up the call (using the next procedure) and press the **Park** key again to retry Step 2.

Retrieve a Parked Call

1. Pick up the handset on the phone.

2. Enter the extension number where the call was parked.

3. Press the **Pickup** key.
   If the call pick up is successful, you are connected with the parked call.

Phone Lock Key

You can configure a key on the IP phone to use as a lock/unlock key. You assign the function of the key as **Phone Lock**.

After an lock/unlock key is configured, refer to the following procedures to use the key on the IP phone.

Lock the Phone

1. Press the **LOCK** key.
   The phone locks.
   The LED for the key AND the Message Waiting Lamp illuminate steady ON. An "Unlock" label appears next to the key you just pressed.

Unlock the Phone

2. Press the **UNLOCK** key.
   A password prompt displays.

3. Enter your user password and press **ENTER**.
   The phone unlocks.
   The LED for the key AND the Message Waiting Lamp go OFF. The "Lock" label appears next to the key you just pressed.

Redial

By default, the 6867i has a dedicated [⬍] **Redial** key. However, your System Administrator can assign the **Redial** key to any key on the left or bottom keys on the phone.

The Redial List stores information for up to the last 100 numbers you called. Your phone logs the name/number of the called party, when you called, and if the call was answered or missed. Additional information such as the duration of the call, line used, and call features utilized during the call can also be viewed.

You can view, scroll, and delete line items in the Redial List from the IP phone UI as wells as copy selected entries to the Directory. You can also dial out directly using a displayed entry in the Redial List.

On the 6867i, you access the Redial List by the [⬍] key.

The following table identifies and describes the various icons displayed in the Redial List.

Icon	Description
📞➡	Indicates an outgoing call that was answered.
📞➡!	Indicates an outgoing call that was not answered.
Call Feature Indicators (in detailed viewonly)	
🔒	Indicates the call was secured using TLS/SRTP encryption.
((Hi-Q	Indicates the call was using Aastra Hi-Q™ audio.
⏺	Indicates active VoIP recording was enabled and the call was recorded.

Notes:
- When the Redial List is full, the oldest call records are deleted to accommodate the information of new called parties.
- If the telephone number of an incoming or outgoing call matches a number that you have programmed with a name in a softkey or the Directory, the Redial List display the same name and number.

Accessing the Redial List

1. Press [⬍] once to access the **Redial List**.
   Note:
   Press [⬍] twice to dial the most recent number you dialed from the phone.

2. Press ▶ to see more detailed information about they redial entry.
   Note:
   The detailed view screen contains the picture ID of the called party (if available), the date and time of the outgoing call, whether or not the call was answered, the line on which the call was placed, call duration (if the call was answered), any applicable call feature indicators, and the caller ID details.

3. To dial the displayed number while in the Redial List, press the [✓] button, press [◁/◖], press the **Dial** softkey, lift the handset, or press any of the line keys.

4. To exit the Redial List, press [📞] or the **Quit** softkey.

Deleting an Entry In the Redial List

1. Press [⬍] once to access the **Redial List**.

2. Use the ▲ and ▼ keys to scroll through the entries in the Redial List.

3. Press the **Delete** softkey.

Redial List

Today	Thu Oct 17
François Dupont 1:32pm	
Martha Gold 1:23pm	
Yesterday	Wed Oct 16
Martin Pederson 2:40pm	

Delete | Delete All | Cancel
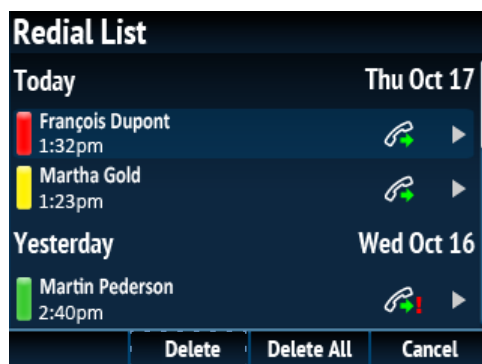
4. Press the **Delete** softkey to erase the entry.

Deleting All Entries In the Redial List

1. Press [⬍] once to access the **Redial List**.

2. Press the **Delete** softkey.

3. Press the **Delete All** key to erase all items.

Speed Dial Key

The normal function of the speed dial option allows you to dial a number quickly by pressing a key configured for speed dialing. You can program the keys on the 6867i to speed dial outside numbers, dial directly to another person's line or extension, or quickly access features such as Caller ID (*69) and voicemail.

> **Note:**
> You can use a **Speed Dial** key while on an active call by placing the active call on hold first, and then pressing the speed dial key.

You can use the **Speed 8** or **Speed 100** softkeys, if available, to dial from or edit your Speed Dial list on the Clearspan system. Speed dialing that is not accessed through a **Speed 8** or **Speed 100** key is local to the phone and will be lost if your phone is replaced.

You can create speed dial keys using any of the following methods:

*   By pressing the **Speed 8** or **Speed 100** softkeys
*   By pressing and holding a programmable key, keypad key, or expansion module key
*   Using the IP phone UI at **Options > Dialpad > Speed Dial Edit**

Speed Dial Prefix

The speed dial feature also allows you to specify a preset string of numbers followed by a + that the phone dials automatically after pressing the speed dial key. You can use this feature for numbers that contain long prefixes.

Use the following procedures to set speed dial on the 6867i IP phone.

Creating a Speed Dial Using Speed Dial 8 or Speed Dial 100

You can use the Speed 8 or Speed 100 softkeys, if available, to create speed dial functions that are saved on the Clearspan system.

1. Press the **Speed 8** or **Speed 100** softkey.

2. Select **Options**, and then select **Add**.

3. For **Enter Speed Code**, enter a speed dial code to apply to the speed dial entry using the keypad keys. You can enter a number from 0 to 99.

4. Press **Done** to move to the next field.

5. For **Enter Number**, enter a number for the speed dial entry using the keypad keys.

6. Press **Done** to move to the next field.

7. For **Enter Name**, enter a name to apply to the speed dial key.
   Use the keypad keys to enter the name. Continue to press the keypad keys to access the next letter for that key (i.e. press **2** three times to access **C**). To insert a space between letters, press the **Space** softkey. To backspace and erase a mistake, press the **Backspace** softkey.
   Note:
   The phone automatically uses an upper-case letter for the first letter of each word and a lower-case letter for all subsequent letters in the word. If necessary, use the **ABC ▶** softkey to specify upper-case letters or lower-case letters when entering the name.

8. Press the **Done** softkey to save the speed dial information to the speed dial code you selected.
   Note:
   To remove a speed dial number from the phone, select the speed dial entry, press Options, and then press **Delete**.

Press-and-Hold to Create a Speed Dial

Pressing and holding down a softkey, dialpad key, or expansion module key on the phone initiates a speed dial feature.

> **Note:**
> When creating a **Speed Dial** key from the IP phone UI, you must select a softkey, dialpad key, or expansion module key that has no preassigned function (key must be set to **None**).

1. Press and hold an non-configured softkey, dialpad key, or expansion module key for three seconds.

Softkey/Expansion Module Key Speed Dial Edit Menu   **Dialpad Key Speed Dial Edit Menu**

Note:
You can press the **Cancel** softkey at any time during the speed dial programming to cancel and not save the speed dial information.

2. In the **Label** field (if applicable), enter a label to apply to the key.
   Note:
   If necessary, use the **ABC ▶** softkey to specify uppercase letters or lowercase letters when entering the label.

3. Press the ▼ key to move to the **Number** field (if applicable) and enter a number for the speed dial key using the dialpad keys.

4. Press the ▼ key to move to the **Line** field and select a line to apply to the key.
This is the line that the phone opens to dial the number after you press the respective **Speed Dial** key. By default, the phone uses Line 1 for the **Speed Dial** key. If you want to use a different line, press the ◄ or ► keys to select another line.

5. Press the **Save** softkey to save the speed dial information to the key you selected.

Creating a Dialpad Speed Dial Key Using the Speed Dial Edit Option

1. Press ⚙ on the phone to enter the Options List.

Navigate to the **Dialpad > Speed Dial Edit** option and press the ✓ button or **Select** softkey.

Speed Dial Edit

Speed Dial Key 1	
	Line: 1
Speed Dial Key 2	Number
	Line: 1
Speed Dial Key 3	Number
	Line: 1

Backspace   123 ►   • ∘

> **Note:**
> You can press the **Cancel** softkey at anytime during the speed dial programming to cancel and not save the speed dial information.

2. Navigate to the desired dialpad key (by pressing the ▼ key) and in the **Number** field, enter a number for the key using the dialpad keys.

3. Press the ▼ key to move to the **Line** field and select a line to apply to the key. This is the line that the phone opens to dial the number after you press the respective **Speed Dial** key. By default, the phone uses Line 1 for the **Speed Dial** key. If you want to use a different line, press the ◄ or ► keys to select another line.

4. Press the **Save** softkey to save the speed dial information to the key you selected.

Speed Dial/Xfer

The **Speed Dial** key allows a number to be dialed quickly by pressing one key configured for speed dialing. The **Transfer** key allows a call to be transferred to other recipients blindly or consultatively. The **Speed Dial/Xfer** key combines the **Speed Dial** and **Transfer** keys' functionality together allowing the user to transfer calls or speed dial with one key.

> **Note:**
> It is recommended that you enable the **Switch UI Focus to Ringing Line** parameter when using the Speed Dial/Xfer feature. For more information about this parameter, see "Switch UI Focus to Ringing Line" on page 68.

Speed Dial/Xfer Key Requirements and Functionality

The **Speed Dial/Xfer** key has the following capabilities:

- Speed Dial/Xfer and Speed Dial: When the phone is in the idle state, pressing the **Speed Dial/Xfer** key causes the phone to go offhook and dial the predefined extension.
- Speed Dial/Xfer and Blind Transfer: When the phone is connected to a call, pressing the **Speed Dial/Xfer** key blind transfers the call to the predefined target.

  If transferring a call fails, a message **Transfer Failed** displays, and you can reconnect the call (get the call back) by press-

ing the line key again.

- Speed Dial/Xfer and Call Forward: When the phone is in the ringing state, pressing the **Speed Dial/Xfer** key forwards the call to the predefined extension.

Sprecode Key

Your System Administrator can set a key to automatically activate specific services offered by the server by setting a key to **Sprecode**. For example, if the sprecode value of *82 is configured, then by pressing the key, *82 automatically activates a service provided by the server. The value for this field is dependent on the services provided by the server. Contact your System Administrator for information about available services.

Transfer/Xfer

By default, the 6867i has a dedicated ⌫ **Transfer** key. However, your System Administrator can assign the **Transfer** key to any key on the left or bottom keys on the phone.

> **Note:**
> For more information about transferring calls, see "Transferring Calls" on page 20.

Voicemail

The Voicemail feature on the 6867i phone allows you to use a line, configured with a phone number for dialing out, to connect to a voicemail server.

1. Press the **Voicemail** softkey on the phone if your System Administrator has configured it.

2. Enter your Voicemail password if prompted.

From a selected item in the Voicemail list, you can also lift the handset (go offhook) to make an outgoing call using the voicemail access phone number.

XML Key

The 6867i IP phone has a feature you can enable called XML (Extensible Markup Language). XML is a markup language much like HTML. Your System Administrator can create customized XML menu services and load them to your IP phone. These services include things like weather and traffic reports, contact information, company info, stock quotes, or custom call scripts.

> **Note:**
> The XML services must be set up by your System Administrator before you can use the key.

On the 6867i IP phone, you can access the XML applications from the IP phone UI via an **XML** softkey.

After an XML application(s) has been saved to your IP phone and a key has been configured to access the XML applications, the customized service is ready for you to use.

1. Press the **XML** softkey on the 6867i phone. An XML screen displays.

2. Use the ▲ and ▼ to scroll through the customized features.

3. For menu and directory services, select a service to display the information for that customized service. Message services display to the screen after pressing the respective key. For user input services, follow the on-screen prompts.

4. To exit from the XML screen, press the **XML** softkey again or press the 📞 button.

Additional Features

This section describes additional features you can use on the 6867i phone. A multitude of other features are available depending on whether or not your System Administrator has configured them for use. Contact your System Administrator for feature availability and usage information.

Call Hold Reminder During Active Calls

Your System Administrator can enable or disable the ability for the phone to initiate a continuous reminder tone on the active call when another call is on hold. For example, when this feature is enabled, and the call on Line 1 is on hold, and then the you answer a call on Line 2 and stay on that line, a reminder tone is played in the active audio path on Line 2 to remind you that there is still a call on hold on Line 1. When this feature is disabled, a ring splash is heard when the active call hangs up and there is still a call on hold.

Call Hold Reminder (on single hold)

Your System Administrator can enable or disable a feature that will start the reminder ring splash timer as soon as you put a call on hold (even when no other calls are active on the phone). When enabled, the phone initiates a reminder ring splash periodically for the single call on hold. When disabled, no reminder ring splash is audible.

Call Waiting Tone Period

Your System Administrator can specify a specific time period (in seconds) for the call waiting tone to play at regular intervals on an active call. A value of 0 is the default and plays the call waiting tone only once on the active call. When the incoming caller hangs up, the call waiting tone stops on the existing active call.

Display DTMF Digits

A feature on the 6867i phone allows users to enable or disable DTMF (dual-tone multi-frequency) digits to display to the IP phone when using the dialpad to dial, or when dialing from a softkey or expansion module key.

DTMF is the signal sent from the phone to the network that you generate when you press the phone's touch keys. This is also known as touchtone dialing. Each key you press on your phone generates two tones of specific frequencies. One tone is generated from a high-frequency group of tones and the other from a low frequency group.

If the **Display DTMF Digits** parameter is enabled, the digits you are dialing from the dialpad or softkey display to the IP phone's LCD display. This parameter is disabled by default (no digits display when dialing).

Goodbye Key Cancels Incoming Calls

The 6867i has a feature that allows the **Goodbye** key to drop a second incoming call or ignore incoming calls presented to the phone when you are on an active call.

If this feature is enabled, which is the default, pressing the [☎] key rejects calls coming into the phone while you are on an active call. When the feature is disabled, pressing the [☎] key hangs up the active call.

Group Paging

Push-to-Talk and Instant Group Call (Clearspan)

Your System Administrator can configure the phone to use paging through the Clearspan system. The Clearspan group paging feature allows you (using SIP signaling) to unidirectionally page a predefined group of users by dialing an assigned DN or extension. The group is called and connected in a multi-way conference with the caller. When the group members' phones are set to Auto-Answer, their phones automatically answer the page.

Group RTP Paging (RTP Streams)

Your System Administrator can configure the phone to receive a Real Time Transport Protocol (RTP) stream from pre-configured multicast address(es) without Clearspan and without involving SIP signaling. Your administrator can specify up to five multicast addresses that the phone listens for on the network.

The 6867i in the local network listens for RTP on the preconfigured multicast address. The Phone displays the *Paging* message to the phone's LCD. It uses the G711 uLaw CODEC for multicast RTP.

The recipient can drop the incoming page if required. The recipient can also set Do Not Disturb (DND) to ignore any incoming pages.

For incoming RTP multicasts, the ringing display is dependent on the setting for the **Allow Barge-In** parameter. (See "Allow Barge In" on page 65.) If this parameter is disabled, and there is no other call on the phone, then the paging is automatically played via the default audio device.

If there is an existing call on the phone, the call initially displays in the ringing state. You have the option to accept/ignore the call. If the **Allow Barge-In** parameter is enabled, the RTP multicast call barges in, and any existing calls are put on hold.

If an RTP multicast session already exists on the phone, and the phone receives another incoming RTP multicast session, the priority is given to the first multicast session and the second multicast session is ignored. The behavior for the incoming calls in this case is also based on the setting for the Allow Barge-In parameter. The incoming call is handled as if there were an existing call already on the phone.

Incoming Intercom Call Features

By default, the IP phone allows incoming intercom calls to be automatically answered without having to set up an Icom key on your phone. The phone automatically plays a warning tone when it receives an incoming intercom call. It also mutes the microphone. If the intercom call comes into the phone while an active call is already present, the phone puts the active call on hold and answers the intercom call.

Your System Administrator can change the behavior of how the phone handles incoming intercom calls by enabling/disabling the following parameters:

- Auto Answer
- Microphone Mute
- Play Warning Tone
- Allow Barge In

Auto-Answer/Play Warning Tone

The auto-answer feature on the IP phone allows automatic answering for an Intercom call. If **Auto-Answer** is enabled, the phone automatically answers an incoming intercom call. If **Play Warning Tone** is also enabled, the phone plays a tone to alert you before answering the intercom call. If **Auto-Answer** is disabled, the phone treats the incoming intercom call as a normal call. **Auto-Answer** and **Play Warning Tone** are enabled by default.

> **Note:**
> Your Administrator can set a time period delay before the phone automatically answers. Contact your System Administrator for more information.

Microphone Mute

Your System Administrator can mute or unmute the microphone on the IP phone for intercom calls made by the originating caller. **Microphone Mute** is enabled by default.

Allow Barge In

Your System Administrator can configure whether or not the IP phone allows an incoming intercom call to interrupt an active call. The **Allow Barge In** parameter controls this feature. When this parameter is enabled, which is the default value, an incoming intercom call takes precedence over any active call, by placing the active call on hold and automatically answering the intercom call. When this parameter is enabled, and there is an active call, the phone treats an incoming intercom call like a normal call and plays the call warning tone. **Allow Barge In** is enabled by default.

Message Waiting Indicator

Your System Administrator can configure the Message Waiting Indicator (MWI) to illuminate for a specific line or for all lines. For example, if the MWI LED is configured on Line 2 only, the LED illuminates if a voicemail is pending on Line 2. If the MWI LED is configured for all lines, the LED illuminates if a voicemail is pending on any line on the phone (lines 1 through 9).

Play Call Waiting Tone

Your System Administrator can enable or disable the playing of a call waiting tone when a caller is on an active call and a new call comes into the phone.

Shared Call Appearance (SCA) Call Bridging

Shared Call Appearance (SCA) is when incoming calls are presented to multiple phones simultaneously. For example, it is the ability to assign the boss' extension to a button on the secretary's phone. Calls can be transferred between two phones with the same extension button by simply putting the call on hold at one phone and picking it up on the other. Status LEDs light and flash in unison, allowing all people sharing the extension to see the status at a glance.

The phones include an enhanced SCA for the call managers that support call bridging and allows two or more SCA users to be connected in a call with a third party.

Refer to the following example.

SCA phone 1 answers. When 2 and 3 pickup, 1 can hang up.

Phone A calls the SCA number and all the phones in the SCA environment ring.

SCA phone 2 joins by pressing SCA line. When phone 1 hangs up, 2 is still connected. Phone 2 can press the line key to put SCA call on hold leaving 3 still connected to 1.

SCA phone 3 joins by pressing SCA line. When phone 1 hangs up, 3 is still connected. Phone 3 can press the line key to put SCA call on hold leaving 2 still connected to 1.

Note: A user can place a call on hold while in an SCA bridged call, by pressing the SCA line key.

Using the example above, when a call comes into Phone 1, Phone 2 and Phone 3 can pickup the same call by pressing the SCA line key. Phone 2 and 3 display the call they are bridging into on the LCD of the phones. Existing SCA parties in a bridge or one-to-one call hear an audible beep when another party has joined the call.

> **Note:**
> Your Administrator must enable/disable the beep on the server-side.

If a phone is configured for SCA bridging and it attempts to join a call, but the account on the server does not have this functionality enabled, an error message displays to the LCD on the phone.

The SCA call bridging feature is disabled by default on all phones. Your Administrator can enable/disable this feature if required. Contact your System Administrator for more information.

Keys States and LED/Button Behavior

There are two call states on the phones that support SCA bridging:

- **Bridge-active** - A bridged call is in progress
- **Bridge-held** - The 3rd-party (i.e., non-SCA party) in the bridge is on hold.

The following tables provide the key states and LED/image behavior in an SCA bridge call for users involved in an SCA call (local) and users not involved in the SCA call (remote).

Line Keys

State	Line LED for Local	Line LED for Remote
Idle	Off	Off
Seized	Solid Green	Solid Red
Progressing (outgoing call)	Green	Solid Red
Alerting (incoming call)	Flashing Red	Off
Active	Solid Green	Solid Red
Held	Slow Flashing Green	Slow Flashing Red
Hold Private	Slow Flashing Green	Solid Red
Bridge-Active	Solid Green	Solid Red
Bridge-Held	Slow Flashing Green	Solid Red

Softkeys

State	Softkey Image for Local	Softkey LED for Local	Softkey Image for Remote	Softkey LED for Remote
Idle		Off		Off
Seized		Solid Red		Solid Red
Progressing (outgoing call)		Solid Red		Solid Red
Alerting (incoming call)		Flashing Red		N/A
Active		Solid Red		Solid Red
Held	(Blinking)	Slow Flashing Red	(Blinking)	Slow Flashing Red
Hold Private	(Blinking)	Slow Flashing Red	(Blinking)	Solid Red
Bridge-Active		Solid Red		Solid Red
Bridge-Held	(Blinking)	Slow Flashing Red	(Blinking)	Solid Red

Star Codes

All of the main call handling and extension management features using star codes can be set on your phone by your Administrator. Contact your System Administrator for more information.

If these have not been set up, you can dial any star code commands on the 6867i phone the same way you would on a regular telephone.

Status Scroll Delay

Your System Administrator can specify a scroll delay option that allows you to set the time delay, in seconds, between the scrolling of each status message on the phone. The default time is 5 seconds for each message to display before scrolling to the next message. This time can be increased or decreased as required.

Stuttered Dial Tone

Your System Administrator can enable or disable the playing of a stuttered dial tone when there is a message waiting on the IP phone.

Switch UI Focus to Ringing Line

Your System Administrator can configure a feature on the 6867i that controls the behavior of the phone when it receives an incoming call when it is already in a connected call. When a call comes into the phone, and the phone is already on a connected call, the phone switches focus to the ringing line to enable the user to see who is calling them. Your administrator can turn off this functionality so that the phone stays focused on the connected call.

XML Beep Support

Your System Administrator can enable or disable a beep to be audible when the phone receives an XML application. If this feature is disabled, then no beep is heard when the XML application arrives to the phone.

Model M680i and M685i Expansion Modules

The 6867i IP phone offers two optional expansion modules that attach to the right side of the phone to provide additional programmable keys.

The M685i provides three pages of 28 softkeys (for a total of 84 programmable softkeys), with each softkey providing an LED and graphical UI for call status indication. The M685i features a 4.3" 480x272 pixel color backlit LCD display.

The M680i provides 16 keys on the dialpad. Each key provides an LED for indicating call status. After the keys on the M680i Expansion Module, you can record the name of the key on the paper labels provided with the Expansion Module.

M680i Expansion Module   M685i Expansion Module
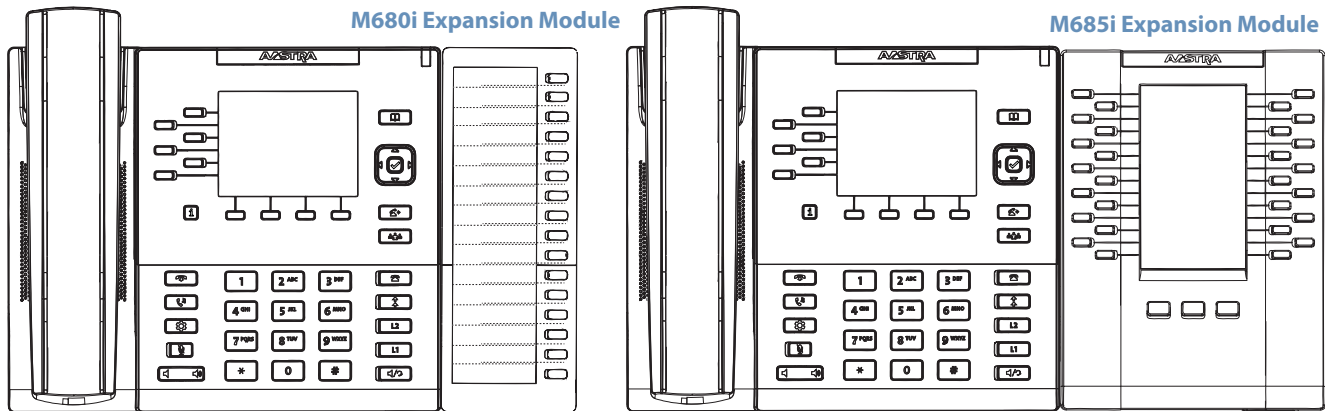
Press the key you want to use when applicable.

Services
Directory
DND
Home (Speeddial)   - - - Press to
John (Speeddial)   initiate
Mary (Speeddial)   function
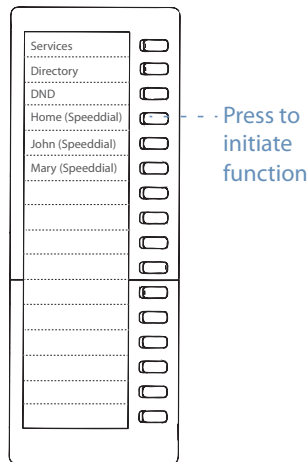
Note:

For more information about installing expansion modules on your phone, see the *Aastra Expansion Module Quick Start Guide* and *Aastra Expansion Module Installation Guide*.

Troubleshooting Solutions

Why is my display blank?

Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Aastra PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the *Connecting to the Network and to Power* section in the *Aastra 6867i Installation Guide* for details.

Why is my speakerphone not working?

If you press the ⬚ button and the speaker light flashes and you do not hear dial tone through the speaker, the **Audio Mode** option in the phone has been set up for headset use. Press ⬚ a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the light stays on steady and you hear a dial tone, the phone has been set up so that you can alternate between the speakerphone and the headset by pressing ⬚ . See "Audio Mode" on page 37 for instructions on how to change the **Audio Mode** option.

Why can't I get a dial tone?

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the *Installation and Setup* section in the *Aastra 6867i Installation Guide.*

Why doesn't my phone ring?

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume button when the phone is on-hook and idle.

Why is the light not coming on with a new voicemail message?

Your phone system or service provider must provide the visual message waiting service for this function to work. Check with your System Administrator for more information.

Why is my handset not working?

Check to ensure that the handset cord is fully connected to both the phone and handset. See the *Connecting a Handset or Headset* section in the *Aastra 6867i Installation Guide* for information.

Why does my phone display the No Service message?

The phone displays the **No Service** message if the SIP settings have not been set up correctly. Contact your System Administrator for more information.

Why does my phone display Bad Encrypted Config?

The IP phone displays **Bad Encrypted Config** because encrypted configuration files are enabled but the decryption process has failed. Report this error to your System Administrator.

Clearspan Feature Access Codes

Feature Access Codes (FACs) can be set up as Speed Dial numbers and assigned to keys, or dialed directly from the keypad.

The following are the default feature access codes. If the codes are customized for your site, contact your System Administrator for information. Because Clearspan features are available by license only, you may not have access to all of them.

Code	Name	Definition
*34	Advice Of Charge Activation	Activates the Advice of Charge service for the next call when the service is not enabled for all calls.
*77	Anonymous Call Rejection Activation	Activates the Anonymous Call Rejection service. After the user dials the feature access code, the system plays an announcement to inform the user that the service has been successfully activated. If the service was already active, the user still receives the announcement.
*87	Anonymous Call Rejection Deactivation	Deactivates the Anonymous Call Rejection service. After the user dials the feature access code, the system plays an announcement to inform the user that the service has been successfully deactivated, even if the service was never activated.
#8	Automatic Callback Deactivation	Cancels all current pending callbacks.
#9	Automatic Callback Menu Access	Provides access to an Interactive Voice Response (IVR) menu that lists the current pending callbacks and allows the user to cancel individual callbacks.
*14	Clearspan Anywhere E.164 Dialing	Allows users to dial E.164 numbers. The user dials the feature access code as an alias to the "+" sign. The system replaces the feature access code digits with the "+" sign and resumes the call with an E.164 number.
*15	Call Bridge	Allows a Shared Call Appearance (SCA) location to initiate or join an SCA-Bridge, upon which the Application Server automatically selects an appropriate call appearance to bridge on. The Call Bridge FAC becomes visible when one or more of the following services are authorized (service provider or group) or assigned (user): Clearspan Anywhere Shared Call Appearance Shared Call Appearance 5 Shared Call Appearance 10 Shared Call Appearance 15 Shared Call Appearance 20 Shared Call Appearance 25 Shared Call Appearance 30 Shared Call Appearance 35
*72	Call Forwarding Always Activation	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*73	Call Forwarding Always Deactivation	Deactivates the Call Forwarding Always service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, such as Call Forwarding Busy, Call Forwarding No Answer, or Do Not Disturb.
21	Call Forwarding Always Interrogation	Allows the user to get the current status and destination of the Call Forwarding Always service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*21	Call Forwarding Always to Voice Mail Activation	Redirects incoming phone calls to the user's voice mail.
#21	Call Forwarding Always to Voice Mail Deactivation	Deactivates the Call Forwarding Always To Voice Mail service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding No Answer, or Do Not Disturb.
*90	Call Forwarding Busy Activation	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant, when the user is on the phone. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*91	Call Forwarding Busy Deactivation	Deactivates the Call Forwarding Busy service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, such as Call Forwarding Always, Call Forwarding No Answer, or Do Not Disturb.

Code	Name	Definition
67	Call Forwarding Busy Interrogation	Allows the user to get the current status and destination of the Call Forwarding Busy service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*40	Call Forwarding Busy To Voice Mail Activation	Redirects incoming phone calls to voice mail when his user is on the phone.
#40	Call Forwarding Busy To Voice Mail Deactivation	Deactivates the Call Forwarding Busy To Voice Mail service. Upon deactivation, calls ring on the user's phone unless they have set up another service such as Call Forwarding Always, Call Forwarding Always To Voice Mail, Call Forwarding No Answer, or Do Not Disturb.
*92	Call Forwarding No Answer Activation	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant, when the user does not answer the phone. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*93	Call Forwarding No Answer Deactivation	Deactivates the Call Forwarding No Answer service. Upon deactivation, calls ring on the user's phone unless they have set up another service such as Call Forwarding Busy, Call Forwarding Always, or Do Not Disturb.
61	Call Forwarding No Answer Interrogation	Allows the user to get the current status and destination of the Call Forwarding No Answer service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*41	Call Forwarding No Answer To Voice Mail Activation	Redirects incoming phone calls to voice mail when the user does not answer the phone.
#41	Call Forwarding No Answer To Voice Mail Deactivation	Cancels the Call Forwarding Busy To Voice Mail service. Upon deactivation, calls ring on the user's phone unless they have set up another service such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding Busy, or Do Not Disturb.
*94	Call Forwarding Not Reachable Activation	Redirects incoming phone calls to a different number when the user's device is not accessible by Clearspan. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*95	Call Forwarding Not Reachable Deactivation	Deactivates the Call Forwarding Not Reachable service. After deactivation, should the user's phone become unreachable, calls are no longer rerouted to an alternate device through the Call Forwarding Not Reachable service.
63	Call Forwarding Not Reachable Interrogation	Allows users to get the status of the Call Forwarding Not Reachable service.
#76	Call Forwarding Selective Activation	The Selective Call Forwarding service can be activated only if the service is configured with the following minimum requirements: The Default Call Forward to phone number/SIP URI is configured. At least one selective criterion is configured and active.
#77	Call Forwarding Selective Deactivation	Deactivates the Call Forwarding Selective service. After the service has been deactivated, no criteria are used when a call is being redirected.
*67	Calling Line ID Delivery Blocking per Call	Hides the user's calling line ID for the next call. Before placing a call, the user dials the feature access code; then places the call as usual.
*31	Calling Line ID Delivery Blocking Persistent Activation	Prevents display of the user's calling line ID for all calls.
#31	Calling Line ID Delivery Blocking Persistent Deactivation	Displays the user's calling line ID for all calls.
*65	Calling Line ID Delivery per Call	Displays the users calling line ID for the next call.
*68	Call Park	Places a call on hold with the intent of retrieving it from another extension. The call can be parked on the user's own extension or on another extension within the same group.
*88	Call Park Retrieve	Retrieves a call that has been parked.
*98	Call Pickup	Answers the ringing phone within the assigned call pickup group. If more than one phone in the assigned call pickup group is ringing, the phone that has been ringing the longest is answered. Pickup groups are defined by the group administrator.
*11	Call Retrieve	Retrieves an existing active call from another endpoint. The user dials the feature access code from the location where the call is to be retrieved. This feature can be used from the primary location, from a Shared Call Appearance alternate location, or from a Clearspan Anywhere location.

Code	Name	Definition
*69	Call Return	Call the phone number of the last received call. Calls can be returned only to numbers that are acceptable according to the user's Outgoing Calling Plan.
#92#	Call Return Number Deletion	Allows the user to delete the last incoming number for the Call Return service.
*43	Call Waiting Persistent Activation	Turns on the Call Waiting service for all calls.
#43	Call Waiting Persistent Deactivation	Turns off the Call Waiting service for all calls.
*70	Cancel Call Waiting	Turns off the Call Waiting service for the next call.
*99	Clear Voice Message Waiting Indicator	Clears the audible (and visible for some devices) message waiting indicator on the user's phone.
33	Communication Barring User-Control Activation	Activates the user's current communication barring profile.
#33*	Communication Barring User-Control Deactivation	Deactivates the user's current communication barring profile.
*#33#	Communication Barring User-Control Query	Provides information about the user's current communication barring profile.
*57	Customer Originated Trace	Places a trace on the last number that called the user.
*97	Directed Call Pickup	Answers a call at a specific extension within the assigned call pickup group. To answer the ringing call at an extension, the user dials the feature access code followed by that extension. Call pickup groups are defined by the group administrator.
*33	Directed Call Pick-up with Barge-in	Dials an allowed prefix, followed by the assigned code and an extension to either pick up a ringing call in the user's group or to join an ongoing call with someone in the group.
*55	Directed Voice Mail Transfer	Transfers a caller on hold to voice mail.
*80	Diversion Inhibitor	Prevents redirection services from being activated on the terminating side of an unanswered call.
*78	Do Not Disturb Activation	Activates the Do Not Disturb service. When the service is active, the user's phone does not ring and all calls receive busy treatment, such as a voice message.
*79	Do Not Disturb Deactivation	Turns off the Do Not Disturb service.
#83	Escalate Call Supervision	Call center agents can use this code to escalate calls to a supervisor. A supervisor who is not on a call and who does not have the Do Not Disturb service enabled is considered available and the call is routed to that supervisor. The caller is put on hold by the agent when the escalation to the supervisor is initiated. The feature access code is available to agents with Call Center – Standard or Call Center – Premium service assigned.
*22	Flash Call Hold	Places a call on hold with the flash hook to place another call. Users can toggle between the two calls by pressing the flash-hook.
#72	Forced Forwarding Activation	Activates forced forwarding for a call center queue.
#73	Forced Forwarding Deactivation	Deactivates forced forwarding for a call center queue.
#58	Group Call Park	Hunts for the first available user in the assigned call park group and parks the call there.
#82	Initiate Silent Monitoring	A supervisor can use this code to silently listen in on a call handled by an agent that they are monitoring. This feature access code is available to supervisors with the Call Center Monitoring service assigned.
*66	Last Number Redial	Dials the most recently dialed phone number called from the user's extension.

Code	Name	Definition
*96	Legacy Automatic Call-back Invocation	Allows users to camp on a busy called party. When the user dials the feature access code after a call to a busy destination, a callback request is created and the user is automatically called back when the called party hangs up.
#96	Legacy Automatic Call-back Cancelation	Cancels all active Legacy Automatic Callback requests.
*12	Location Control Activation	Allows users to activate a location. The feature access code has to be dialed from the location to activate. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.
*13	Location Control Deactivation	Deactivates a location. The feature access code has to be dialed from the location to deactivate. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.
#80	Make Outgoing Call as Call Center	Allows users working as call center agents to make calls using a call center phone number. Users can thus override the default setting configured by the administrator.
#81	Make Personal Outgoing Call	Allows users working as call center agents to make calls using their own phone number. Users can thus override the default setting configured by the administrator.
*60	Music On Hold Per-Call Deactivation	Deactivates the Music On Hold service for the current calls.
#70	Night Service Activation Manual Override	Activates Night Service for a specified call center at the time of activation. Calls incoming to the queue are provided with the Night Service Manual Override announcement and transferred to the queue configured for the regular Night Service. The queue remains in that state until the Night Service Manual Override service is deactivated.
#71	Night Service Deactivation Manual Override	Deactivates Night Service Manual Override and the call center returns to its configured behavior.
*610	No Answer Timer	Sets the numbers of rings before No-Answer handling is applied to the Voice Messaging, Third-Party Voice Mail Support, Call Forwarding No Answer, Call Forwarding No Answer To Voice Mail, and Sequential Ringing services.
*71	Per Call Account Code	Charges a call to an account code assigned to the user.
*50	Push to Talk	Provides an -like functionality where the user can call another party and be instantly connected.
*75	Speed Dial 100	Calls the two-digit speed dial number.
*74	Speed Dial 8	Calls the two to nine-digit speed dial number.
*47	Sustained Authorization Code Activation (calls unlocking)	Unlocks user's calls. When the user is required to provide authorization codes for outgoing calls, this code allows them to "unlock" this requirement. Having unlocked code activation, the user in no longer prompted for an authorization code and their calls proceed without interruption.
*37	Sustained Authorization Code Deactivation (calls locking)	Locks user's calls. When the user dials this feature access code, the services that require authorization codes for outgoing calls return to their normal behavior and prompt the user for an authorization code.
*86	Voice Mail Retrieval	Allows users to retrieve Clearspan and third-party voice mail.
*62	Voice Portal Access	Allows users to access their Voice Portal.

Limited Warranty

Aastra warrants this product against defects and malfunctions in accordance with Aastra's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Aastra shall, at its option, and as the exclusive remedy, either repair or replace the product at no charge, if returned within the Warranty Period. If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the product, it may be replaced with a refurbished product of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original Warranty Period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

Exclusions

Aastra does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Aastra will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

Aastra shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customer's use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of products used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Aastra with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

Warranty Repair Services

Should the product fail during the Warranty Period;

*   **In North America,** please call 1-800-574-1611 for further information.
*   **Outside North America**, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this product for warranty service, you must present proof of purchase.

After Warranty Service

Aastra offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra product, at Aastra's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions:

*   **In North America**, contact our service information number: 1-800-574-1611.
*   **Outside North America**, contact your sales representative.

Disclaimer

Aastra will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use. While every effort has been made to ensure accuracy, Aastra will not be liable for technical or editorial errors or omissions contained within this documentation. The information contained in this documentation is subject to change without notice.